ORD-Wide Operations Statement of Work

Environmental Protection Agency
Office of Research and Development
Information Technology Infrastructure (ITI) Support Services
VETS GWAC
Task Order Number: GS-06F-0535Z Task Order 15
Title: Management and Support of the Environmental Protection Agency's ORD-Wide
                       IT Infrastructure
Period of Performance: October 22, 2008 through October 21, 2016
Option Year 6:   October 22, 2014 through October 21, 2015

Contents

1   Introduction

The purpose of this task order is to provide support to ORD's Labs, Centers, and Offices (LCOs) for information technology solutions to enhance research results.

This task order is intended to provide support across the entire ORD enterprise, and includes requirements for all ORD locations, including incidental support for ORD-sponsored functions at other Agency or non-Agency locations as designated in requests for support. All elements of this statement of work, however, are not required to be performed at all ORD locations. Section 7.5 provides a matrix indicating each section of this statement of work (rows), cross referenced with each ORD location (columns). Each statement of work section that is required for a particular location is marked in the appropriate matrix cell. Tasks that are not location-specific, but required to be performed for the entire enterprise, are designated as "Enterprise" in the Location column.

The objectives of this task order are to provide management of ORD's IT Infrastructure and other IT services, including the following:

- User Support Services
- LAN printers

- Desktop/Laptop/Scientific Workstation Support and Management
- Local Printer Support
- Server Operations and Management
- LAN/WAN Support (WAN support is coordinated through OEI)
- Backup and Disaster Recovery
- Security
- Voice and Video Communications Management
- IT Operations Management
- Reporting and Documentation

1.1   Organization of the Statement of Work

This SOW is organized in sections that define the requirements for delivering IT services, requirements for how the work shall be conducted, and how the cost structure needs to be captured. The major sections of the document are listed below.

- **Section 1.0 Introduction:** Provides the context for this Statement of Work
- **Section 2.0 Background:** Provides general information about ORD and the current IT environment
- **Section 3.0 Scope:** Describes the objectives of the services that will be provided and a high level overview of those services
- **Section 4.0 Task Order Work Requirements:** Outlines the technical requirements, reporting requirements, performance standards, and the services that will be provided. Costs shall be captured for the services provided
- **Section 5.0 Applicable Policies, Standards, and Directives:** Provides a list of applicable documents, specifications, manuals, and regulations
- **Section 6.0 Deliverables:** Provides period of performance information, identifies specific types of data and formats for reports, and provides a delivery schedule for all work products and objects produced as a result of service operations and delivery
- **Section 7.0 Appendices**

2   Background

The Environmental Protection Agency's Office of Research and Development (ORD) has seven national Labs and Centers, including National Exposure Research Laboratory (NERL), National Risk Management Research Laboratory (NRMRL), National Health and Environmental Effects Research Laboratory (NHEERL), National Center for Environmental Assessment (NCEA), National Center for Environmental Research (NCER), National Homeland Security Research Center (NHSRC), and National Center for Computational Toxicology (NCCT). In addition, there are four Offices: Office of Administrative and Research Support (OARS), Office of Program Accountability and Resource Management (OPARM), Office

of Science Information Management (OSIM), and Office of Science Policy (OSP). Each L/C/O includes a number of office locations across the US, some co-located with other ORD facilities, and some located by themselves. A list of each location is included in Section 7.1 of this document. This Task Order will provide IT Infrastructure Management and Support for all ORD locations, and at some point during the eight-year period of performance, may assume responsibility for providing IT Infrastructure support services to other Offices at EPA, such as the Office of Environmental Information (OEI). Additional EPA organizations and locations may be supported under this SOW as specified in Section 4.1.4.

To accomplish its mission, ORD employs a variety of information resources management (IRM) hardware (e.g. Windows-based personal computers and servers, and Unix-based workstations) and software (e.g. Windows, Unix, Microsoft Office, etc.) to perform its work. ORD's Information Technology (IT) Staff oversees all of these IRM activities. These activities include centralized operations management, centralized user support, IRM infrastructure support, telecommunications support for voice and data systems, and other activities described in Section 4.

3   Scope
The scope of this task order is to provide IT support as described in the tasks that follow for all ORD locations (see Sections 7.1 and 7.5). The support provided under this task order is required to meet the needs of the science/research, and management/administrative staff for: PC desktop systems (which includes laptops, and PCs used as laboratory instrument controllers) and software; access to local server resources, data, systems, peripherals, and telecommunications equipment; and access to the wide area network (WAN) and Internet. This task order also provides support for designated non-ORD entities and users for which ORD has agreements to extend IT support services to both Federal and non-Federal entities as defined in Section 7.7.

The contractor shall be responsible for accomplishing the Statement of Work as defined herein. The contractor shall provide services to procure, install, implement, manage, provision, maintain, decommission, remove, and dispose of IT infrastructure as described herein on a continuing basis in response to EPA user requirements. Additionally, the contractor shall maintain an awareness of the quality, efficiency, and cost-effectiveness of all services provided. A continuing emphasis on devising and developing better methods and/or procedures is necessary to provide the IT infrastructure needed to meet the present and future needs of the ORD scientific/research, and management/administrative user communities.

During the course of the performance period for the work described in this SOW, certain support functions contained in this SOW may be assumed by other Offices of EPA, reducing or eliminating some of the work required under this SOW.

4   Task Order Work Requirements

This section outlines the technical requirements, reporting requirements, performance standards, and the services that will be provided. Subsections are described below:

- General Requirements: Describes the IT support environment including the support audience, the types of items requiring support, where the support will be conducted, and hours of business.
- Contractual Requirements: Describes ORD and federal requirements and guidelines for gaining necessary approvals and conducting work under this task order.
- Process Requirements: Describes the ITIL framework for conducting business. Specific processes and reporting requirements are outlined in this section. The services shall be provided using these processes.
- ITI Services: Describes the specific services that will be provided. Cost accounting and reporting is required for these services. Some services may need detailed cost accounting as specified.

4.1   General Requirements

General Requirements apply to all areas of the work conducted under the contract.

4.1.1   Reference to TOCOR, Deputy TOCOR, and Technical Monitors

Unless otherwise specified, the Task Order Contracting Officer's Representative shall be referred to within this SOW as the TOCOR; the Deputy Task Order Contracting Officer's Representative shall be referred to as the Deputy TOCOR; and the Technical Monitors shall be referred to as TMs. The roles of these personnel are described in Section 7.4. References in this SOW to the TOCOR shall mean both the TOCOR and Deputy TOCOR.

4.1.2   Supported Personnel

All ORD employees and others employed by other organizations in support of ORD are eligible for support as described in this statement of work. For example, this can include EPA employees from non-ORD offices assigned to temporary ORD duty, students, contractors, and University scientists who are using government computing equipment or who have an EPA network account. Support locations are described in Section 4.1.4 and non-ORD entities are listed in Section 7.7. There may be exceptions to this description as requested by the TOCOR.

4.1.3   Supported Technologies

ORD operates and uses a variety of user computing platforms. The contractor shall provide support for the following categories of hardware and software (this is not an exhaustive list, and other supported equipment and technologies may be added to ORD's standard computing environment throughout the term of this Contract):

Network Switches: Cisco switches and network hardware from other manufacturers are maintained at some ORD locations to support VoIP equipment and local area networks.

Servers: Intel-based server class hardware is used in the VMWare ESX hosting environment, infrastructure support environment (e.g. for tape backup servers), scientific application hosting, and other functions.

Storage: Intel-based server class hardware is used as storage controllers for Datacore SANs. Various vendor disk enclosures and disk controllers are also used in the Datacore environment. Dell/ESX SANs, and Promise VTrak units are also supported. Other equipment from a variety of manufacturers in the storage environment includes tape drives, tape libraries, and fiber switches.

ORD Standard PCs: (Standard Desktops/Laptops): Intel-based Desktop and Laptop PCs, Windows XP Pro/Windows 7 uniformly configured per Agency System Configuration Document (SCD) using the Agency standard image(s). The Agency SCD's are available at http://cfint.rtpnc.epa.gov/otop/dss/DSS_Customer/SCD/page1.cfm.

Workstations: (Windows and Linux/UNIX workstations/MAC workstations): These are standalone or networked Windows, Unix (e.g. Redhat Linux, Sun Solaris), and Apple Macintosh OS X used by individuals or groups for high-end computing, graphics and display processing, or compute platforms for specific user software. Workstations shall be configured and maintained according to Agency System Configuration Document (SCD) standards. All references to "Unix" in this statement of work are to be interpreted as referring to all versions of UNIX, Linux, and Macintosh OS used across ORD.

Lab PCs: (Scientific Systems): Lab PCs may be networked or standalone; individual Lab PCs may be connected to laboratory instruments or equipment. The contractor shall provide best effort support for Lab PCs running non-standard versions of the Windows operating system including operating system modifications, upgrades, and patches necessary to maintain Agency SCD and security specifications to the highest extent possible without interfering with the purpose or operation of the laboratory equipment, system operations (e.g., backups) where requested by the workstation owner, and system administration of laboratory workstations and accounts.

Field and Laboratory Data Collection Devices: (includes Tablets, dataloggers, iPads, and other data collection devices): The contractor shall provide best effort support for computing devices used for field and laboratory data collection. At some point in the future, these devices may also be used to remotely connect to EPA information systems. These devices will only be supported when they are brought into an ORD location.

Printers: In all ORD locations, support shall be provided for ORD LAN and personal printers (i.e., PC-attached, non-networked).

VoIP Equipment: examples include phone gateways, DHCP appliances, messaging and logging servers, telephone handsets, and other items as may be needed to provide phone services. This does not include upgrading, debugging, or programming applications and handsets (see Section 4.4.2.2.3).

Other Hardware can include: Uninterruptable power supplies, network testing equipment, and common server room equipment such as KVM switches.

Operating System Software: ORD utilizes VMWare vSphere software and VMWare View software to host virtual servers and workstations. The contractor shall also support Citrix for virtual workstations and virtual applications when it becomes available for use. Server operating systems include the Microsoft Windows operating system, the Redhat Linux operating system, and the Sun Solaris operating system as documented in the Office of Environmental Information, Office of Technology Operations and Planning (OTOP) website: http://cfint.rtpnc.epa.gov/otop/itarchitecture/spview.cfm?section=Application%20Hosting%20Environment&category=Hosting%20Platforms.

Infrastructure Support Software: ORD Enterprise Management System tools are described in Section 7.6.

User Software: Agency standard software is described at http://cfint.rtpnc.epa.gov/otop/itarchitecture/spview.cfm?section=User%20Environment. In addition, ORD scientists utilize over 2,500 unique types of software to support the Agency mission. Any software that is not listed as Agency standard software will be installed and configured on a properly configured PC following the vendor's installation instructions. Problems with installation or subsequent proper operation of this software may be diagnosed and fixed by site Desktop Support personnel on a best effort basis. The Support Staff may or may not be familiar with the software and will not spend significant amounts of time or resources trying to diagnose or make the software work.

4.1.4   Locations

Unless otherwise specified, support and services described in this SOW shall be provided at ORD facilities, including Offices, Laboratories, Research Centers, and Field Installation Offices located throughout the EPA (Section 7.1). The contractor shall provide efficient services for all locations using current technologies and remote communications methods, not always requiring a physical presence.

The contractor may be required to provide long-term, on-site IT support staff in any of the ORD's facilities, including Offices, Laboratories, Research Centers and Field Offices. Specific conditions and requirements for long-term on-site support will be provided in technical direction documents (TDDs) provided by TOCOR, in accordance with EPAAR 1552.237-71. At some point during the eight-year period of performance, services may need to be provided for other Offices at EPA or for new technology and products. If that need develops, optional additional labor hours and training will be authorized. Short term on-site support may be required at other EPA or non-EPA locations to support ORD employees or their cooperators during meetings, presentations, consultations, or equipment.

EPA facility space will be provided for contractor staff performing work at EPA locations across the country unless it proves cost effective for contractor staff to work in non-EPA locations. Contractor staff are permitted to work off-site in preparation for and during situations such as facility shutdowns or for telecommuting situations, as deemed allowable by contractor management, with CO and TOCOR concurrence.

4.1.5   Times of Service
Onsite support shall be routinely provided on all Federal business days as shown in Section 7.3. The approved hours for system maintenance are also shown in Section 7.3.

The contractor may be required to provide services outside these hours as described in Section 4.4.2.8.

The contractor is permitted to provide service outside normal work hours as necessary to support deployments, office moves, and other changes to the IT environment as long as this work does not affect operational activities as described in Section 4.4. Any exceptions to this must be approved by the TOCOR.

The Contractor shall provide an emergency contact number to the TOCOR. Contractor support personnel shall be available "on call" at the designated number during nonstandard business hours, regardless of holidays or other closings. This service will be utilized in emergency situations (i.e., server room flood, power outage, widespread services outage) or other incidents reported by a user that meet emergency response criteria. The Contractor will respond as soon as possible, making every effort to contact the requestor within 1 hour of the initial support request. Emergency service will be provided on a best-effort basis.

4.2   Contractual Requirements

4.2.1   Travel and Training

4.2.1.1   Travel for contract management and coordination
The contractor must obtain prior federal approval using the process for Other Direct Costs (ODCs) to recapture costs for travel associated with management and coordination of support activities for this task order. A written trip report shall be submitted to the TOCOR within five business days after the trip is completed.

4.2.1.2   TOCOR requested travel/training
The contractor must obtain prior federal approval using the process for Other Direct Costs (ODCs) to recapture costs for attending vendor or Federal sponsored conferences, seminars, or training events in support of tasks in this task order. Either the TOCOR or the contractor management can request attendance at these events. Also, travel to ORD sites may be required to ensure that systems or software applications are configured and managed in accordance with EPA guidelines and current

technologies. In either case, a written trip report shall be submitted to the TOCOR within five business days after the trip is completed.

4.2.1.3   Required Training

All contract personnel who have access to the Agency Wide Area Network and/or Local Area Network are required to complete the annual EPA Security training each year. In addition, contract personnel with significant security responsibility roles will be required to take two additional courses each year prior to September 1. Both of these training requirements must be tracked and reported to the ORD Primary ISO prior to the September 1 deadline each year.

All contractor personnel working at an EPA location shall complete yearly EPA-sponsored environmental training specified for the type of work conducted on-site. Contractor management is responsible for tracking completion of this training requirement and reporting completion to the TOCOR to verify that all contractor personnel have acquired EMS (Environmental Management Systems) Awareness Training at their appropriate site or location. Details on this requirement are in Section 7.8.

Other Agency provided training may be requested by the TOCOR.

4.2.2   Work Priority

Unless otherwise specified by the TOCOR, requests shall be prioritized using the following scheme (1=Highest, 7=Lowest):

1. Response to security incidents (Note: additional detail regarding incident response is described in the Management Notification and Escalation SOP, stored in the ORD DDL);
2. Network file storage problems, including DFS and DFS-R;
3. Application/File/Print Servers (Hardware, Software, Administration, Maintenance, Backups);
4. Communications servers/equipment (Hardware, Administration, Maintenance);
5. Workstations/Desktops/Laptops (Hardware, Software, Administration, Maintenance, applications development, software distribution);
6. Shared peripherals/devices (Hardware, Administration, Maintenance);
7. Dedicated peripherals /devices (Hardware, Administration, and Maintenance).

The TOCOR shall have the option to alter the priority of any requested, planned and/or in progress support work covered under this task order at any time. Priorities will generally be a topic in weekly meetings between TOCOR and TOM.

4.2.3   Request for Support and Authorization of Work

ORD customers may order services described in this statement of work using these methods:

- By submitting a request (ticket) which is sent to the contractor using the EPA's Remedy incident management system (IMS, see Section 4.3.7).

- As requested by the TOCOR.
- Upon the receipt of an approved change request in the EPA's Remedy Change Request System.

All requests that take less than four hours to complete shall be recorded in the IMS. The contractor is authorized to devote up to four labor hours of time to resolve tickets without additional TOCOR authorization. If it is determined by the contractor that a ticket will require more than four hours to complete, and/or if it involves extensive resources to complete, the contractor shall seek approval from the TOCOR to continue work (unless already approved as a project as described in the following paragraph).

Work that is unique and falls under the PMBOK definition of a project (or as requested by the TOCOR) shall be described in planning documentation and approved using the ORD Project Lifecycle Standard Operating Procedure.

Changes to the IT environment are requested and approved using the Agency change management process (see Section 4.3.2).

4.2.4   Technical Direction Documents and Cost Tracking

Special projects to be performed within this scope of work involving additional resources over and above those included in the current contractor response accepted by the TOCOR may be required. These projects, or subtasks, will be documented in Technical Direction Documents (TDDs) provided to the contractor. These projects shall receive a special tracking designation assigned by the contractor for accounting purposes, and all costs associated with the TDD shall be tracked and reported separately each month in the invoice for the task order.

Progress and cost reporting shall be included as part of the normal monthly report package for this task order. See Section 4.4.1.7 for details.

Other technical direction will be accomplished in accordance with EPAAR 1552.237-71.

4.2.5   Facilities and Security

The contractor shall have access to the necessary EPA restricted access computer and telecommunication areas and computer and telecommunication systems in order to perform work specified under this task order. The contractor shall be provided with facility access cards for entering and exiting buildings.

All work performed by ORD users and contractors shall be performed with only those rights and privileges that are minimally necessary to perform the work. The contractor shall work with users to implement procedures and practices to ensure that systems are not left unsecured.

Passwords for system access and software tools shall be protected at all times. Each individual servicing ORD consoles or management tools shall be issued IDs and passwords appropriate to the task. IDs shall

not be shared. A "Least Possible Privilege" approach shall be employed at all times with regard to granting system privilege to contractor personnel. At no time shall the contractor be the sole authorized user of any system.

The contractor shall adhere to all Agency and ORD security controls including HSPD 12 requirements for identification, and shall report any failure, attempt to subvert, or breach of security controls to the TOCOR and proper Information Security Officer (ISO) when detected.

4.2.5.1   *Security Clearance*

All contract staff are required to undergo a Federal background investigation (with a minimum of a fingerprint check) in accordance with Homeland Security Presidential Directive 12 (HSPD-12) and EPA Personnel Access and Security System (EPASS) smart card badge process.

Contractor personnel may have access to information requiring a "secret-level" security clearance. The task order will include instructions on the handling of such information and may require contractor certifications as to the protection of such information. The contractor shall provide secure and reliable forms of identification validating the secret-level security clearance that can be authenticated to ensure that the Agency and ORD adheres to the provisions of HSPD 12, the Policy for a Common Identification Standard for Federal Employees and Contractors.

See Section 7.9 for a list of ORD Security Rules of Behavior.

4.2.6   **Management Controls**

The Contractor will have staff that works on-site in EPA facilities; however, the Contractor will not share office space with EPA employees - the Contractor will be assigned space that is separate from EPA personnel, and Contractors will wear ID badges at all times that identify them as Contractor employees. Some sharing of space and use of unique facilities is unavoidable, however, and is managed by federal staff. That space is not used simultaneously with contractors unless absolutely necessary, and day-to-day or person-to-person EPA/Contractor supervision in the use of equipment related to this Task Order is not permitted. No activity occurs that could give the perception of an employer-employee relationship between the Agency and a Contractor.

All technical direction of contract activities beyond that included in the Task Order Statement of Work occurs via the TOCOR, ATOCOR, and Contractor Managers that supervise all contractor personnel on the Task Order. The purpose of technical direction is to clarify the Statement of Work (SOW) and deal with unforeseeable developments that occur during the work performed under this Task Order.

When answering telephone calls, the contractor employees shall identify themselves with their employer name and not with EPA. The contractor employees shall complete facility clearance paperwork on termination of employment or termination of contract services to ensure that any

badges, access cards or keys are returned, and that security systems and system access rights are properly updated and/or disabled.

Inherently Governmental Functions: To ensure that there is no appearance or likelihood that Agency policies or decisions are made by non-EPA employees or that Agency policy-makers and decision-makers are not improperly influenced by recommendations presented as contract deliverables, contractors will be required to: (a) explain and rank any recommended policy or action alternatives, (b) describe procedures used to arrive at such recommendations, (c) summarize the substance of deliberations, (d) report any dissenting views, (e) list sources relied upon, and/or (f) otherwise make clear the methods and considerations upon which the recommendations are based. The TOCOR and ATOCOR will ensure that work performed on the Task Order does not require the contractor to make policy decisions.

4.2.7   Government Furnished Equipment, Objects of the Task Order, Shared Equipment

The list of government furnished equipment (GFE) was provided during the Base Year and has been updated with contract modifications. The current list of GFE is maintained in the ORD Definitive Hardware Library.

The following items are designated as "objects of" this task order. These are shared-use equipment for EPA and contractor use and/or management:

- ORD Servers
- ORD Data Storage Equipment and associated media
- LAN switches and other non-router voice and data telecommunications equipment and wiring
- VoIP telecommunications equipment

Routers are under the control of the Office of Environmental Information.

The contractor shall have shared access to equipment located in areas designated for use by all users (i.e., information centers or areas where equipment is provided for use by everyone). Contractor time on this equipment shall be scheduled using the equipment reservation calendar in use for those equipment areas.

4.2.8   Coordination with Other Contractors and Vendors

The contractor is required to interact and coordinate activities with other Agency contractors, hardware vendors, software vendors, telecommunications vendors, and others as may become necessary to support the ORD IT environment. This interaction shall be for the exchange of information, hand-off of a task, and/or coordination of support efforts.

Contractor staff responsible for management of enterprise-wide tools and resources shall establish and maintain contact with internal and external technical working groups consisting of IT professional

associations and vendor systems experts to assist in accomplishing the ORD's mission in supporting Active Directory, Organizational Units, Domain Controllers, servers and end user desktops.

4.2.9   Incentive Fee Evaluation Plan

To incentivize the contractor to provide excellent service and deliverables, an Incentive Fee Plan has been established for this task order (see Section 7.10 for details on the performance standards, how they will be measured, monitored, and how they affect the incentive fee granted). The payment and size of the incentive fee is contingent upon the contractor's performance and compliance with task order requirements. The Plan contains four performance standards, which are associated with all three of the tasks in this task order. Fifty percent (50%) of the incentive fee will be granted based on the contractor's ability to meet the four performance standards, and 50% will be granted based on qualitative components of the contractor's performance. Incentive fee determinations will be made two (2) times per year. EPA reserves the right to update, modify or replace procedures of this plan prior to the start of the next evaluation period with at least thirty (30) days written notice given to the contractor.

4.3   Process Requirements

This section defines work processes that shall be followed in the performance of duties on the contract.

4.3.1   Quality Assurance

The Contractor shall implement a comprehensive and documented Quality Assurance (QA) – Quality Control (QC) program (aka quality management system) that addresses each of the tasks contained in this task order, such as is described by ISO 9001.

The contractor shall provide ongoing quality assurance and control that ensures the accuracy of services and deliverables specified in this task order. Within 30 calendar days of task order start date, the contractor shall provide a task order Quality Assurance (QA) – Quality Control (QC) Plan that covers the overall task order and each of the task areas specified within this SOW. The QA-QC Plan shall describe in detail:

How the contractor will plan, implement, document, and assess quality assurance and quality control under the task order. This shall include plans to monitor, measure, and adjust procedures responsible for the provision of high quality services, thereby ensuring a high level of customer satisfaction. The contractor shall demonstrate an understanding of and apply the principles and standards contained in IT Infrastructure Library (ITIL) in the areas of Service Support/Service Desk, and Service Delivery as outlined in the principles of IT Service Management (see http://www.itil-itsm-world.com/). The contractor's QA – QC Plan and program shall provide standard operating procedures (SOPs) that address their implementation of QA - QC procedures for each of the task areas specified in this SOW, including adequate QC to ensure operations are completed according to the agreed upon standards of performance contained in this statement of work (see Section 7.10, Incentive Fee Evaluation Plan).

If subcontractors are used for task order activities, the contractor must give special attention to assessing their activities and providing EPA with assurances of the quality of their efforts. Subcontractor operations must also be covered by documented QA-QC programs.

Use of IT internal control frameworks, like the IT Infrastructure Library (ITIL), Control Objectives for Information Technology (COBIT) and ISO 12207 and ISO 15288 shall be considered as part of the QA-QC program.

ORD may conduct external systems audits of contract activities independent of the contractor's efforts cited in paragraph 2 above. Quality affecting activities will be discussed through periodic meetings or teleconferences. Particular attention will be paid to issues related to timeliness, reliability, and user satisfaction.

4.3.2   Change Management
In response to requests from the TOCOR, the contractor shall coordinate operations across ORD and with other Agency entities to implement system installations, moves, adds, and changes (IMAC) following the change control and communications protocols established in the Agency Change Management process as described at http://intranet.epa.gov/otop/resources/ecm/ChangeManagementProcess.pdf or as otherwise directed by the TOCOR.

The need for configuration change may originate from several sources (site, agency, security, vendor, contractor, etc.). Any changes to the ORD IT Infrastructure proposed by the contractor shall be documented in a Request for Change (RFC). The contractor may be asked to evaluate RFCs to determine whether a Change Request violates Agency SCD or policies, test the change using compatible non-production system(s), and make recommendations to the TOCOR and the Agency Change Control Board regarding implementation. The contractor shall schedule, coordinate, and install changes upon approval of the Federal change approvers (the ORD functional approvers or Agency Change Advisory Board), and follow the established communications protocol. The contractor shall be prepared to back-out unsuccessful changes or otherwise remediate unexpected problems that occur during the implementation of changes.

The contractor shall utilize the Agency Remedy Change Management module for all ORD changes and follow the Agency Change Procedures as established by the Agency Change Advisory Board.

4.3.3   Problem Management
The contractor shall conduct best practice problem management as defined in ITIL. The contractor shall monitor, track, report, and resolve problems in the ORD IT computing environment. Outages and risks to the IT infrastructure shall be reported as described in the "Management Escalation and Notification Procedure" which is stored in the ORD Definitive Document Library. These alerts are called "SEV" alerts. A root cause shall be determined for all SEV 1 and SEV 2 events (as defined in the Management

Escalation and Notification Procedure). The SEV alerts shall be tagged with the underlying cause and tracked to help identify problems. A monthly report describing problems in the ORD IT environment is required as described in Section 6.

4.3.4   Asset Management

The contractor shall maintain databases containing the information on ORD assets and ORD IT infrastructure configurations. These databases are the ORD Definitive Hardware Library (DHL), the ORD Definitive Media Library (DML), and the ORD Definitive Documentation Library (DDL).

4.3.4.1   ORD Definitive Hardware Library

The contractor shall update, maintain, manage, and report from the ORD-approved Definitive Hardware Library (DHL) of IT-related LAN, server, and other hardware as defined in the ORD Definitive Hardware Library Data Dictionary. The data base shall contain a hardware description, unique identification, name of person responsible for hardware, current location, and other data as defined in the data dictionary. The contractor shall track and notify the TOCOR of warranty and support expirations on enterprise IT equipment and coordinate warranty/support renewals at least 30 days prior to such expirations.

Equipment installs, de-installs, moves, or other changes to equipment or peripherals shall be reflected in inventory within 4 business days. Reliability and accuracy of the inventory database is paramount. Data shall be linked to and updated from the ORD Enterprise Management System tools where possible.

4.3.4.2   ORD Definitive Media Library

The contractor shall maintain an inventory of ORD-wide software licenses and media. This inventory is the ORD Definitive Media Library (DML). The contractor shall maintain software media (software media vault) and hard copy or electronic (scanned) proof of all ORD-wide licenses as required by the creator or vendor (if applicable) to include product serial number (if applicable), license certificate, and/or purchase order where product was purchased. The contractor shall track and notify the TOCOR of warranty and support expirations on ORD-wide software licenses and coordinate warranty/support renewals at least 30 days prior to such expirations.

Software installs, de-installs, version upgrades, or other significant changes to installed software shall be reflected in inventory within 4 business days.

4.3.4.3   ORD Definitive Documentation Library

The contractor shall maintain a database containing documentation of all ORD server and network configuration information, Standard Operating Procedures and other material which documents the ORD IT environment and the processes used to maintain that environment. The database and the documents stored in the database shall be updated when the environment or the processes change.

4.3.5   Project Management

The contractor shall follow best practice project management when implementing new services, technologies, improvements, and decommissioning of services and equipment. At a minimum, work efforts requiring coordination across locations, involving multiple ITI personnel, coordination with other contractors or other external dependencies, or any other factor which requires firm control to ensure project success will require best practice project management. At a minimum, a project will be considered for approval if the overall plan includes:

- An approved preliminary scope statement (a.k.a a preliminary design review);
- A project schedule
- A communication plan
- A test plan
- An implementation plan
- A Risk management plan
- A preliminary estimate of the effort and materials required

The final six items are typically combined in a Critical Design Review document.

4.3.6   Communication Management

The contractor shall:

- Provide consistent communications as needed for service outages, interruptions, and risks to the IT infrastructure as described in the Management Notification and Escalation Standard Operating Procedure (5001-3077-28);
- Utilize the maintenance night SharePoint list to report the coming week's maintenance night activities for each ORD location;
- Provide consistent communications using a standard email format for activities such as security patches, service upgrades, and security updates.
- Meet with the TOCOR and Technical Monitors once per month, or as requested, to ensure performance expectations are being met. (Meetings will be held at the EPA location and times to be designated in writing by the TOCOR.) Also see VETS GWAC Section G.18.2 – Task Order Level Meetings.
- Additional notification and communication guidance will be described in Technical Direction Documents provided by the TOCOR, in accordance with EPAAR 1552.237-71.

4.3.7   Incident Management

The contractor shall utilize the Agency's implementation of Remedy for assigning, documenting, tracking, and resolving incidents and service requests.

ORD users will call or email the Agency's enterprise call center and receive Tier 1 support. Tier 2 support is defined by location as described in Section 7.2. The Agency's Enterprise Call Center will route Tier 2 support issues to ORD. The contractor will be tasked through the Agency's Incident Management System (Remedy).

The contractor shall coordinate/schedule any work to be performed on a user's IT equipment or software with the user (including installations, modifications, upgrades, troubleshooting, and repairs), in order to minimize disruptions. Modification to user hardware or software shall not be performed without prior user knowledge, or approval of the site's Customer Support Representative. The contractor shall use automated tools, processes or methods where possible to improve speed and quality of work (e.g., terminal services, BigFix modules, Bomgar, EM7, Remote Access, SCCM, etc.).

4.4 ITI Services

This section describes the services that shall be provided and defines the Work Breakdown Structure for this Statement of Work (SOW).

There are two exceptions to the WBS that require separate financial tracking. Work in many ITI Services are included in these two exceptions as described below.

- Support for the National Exposure Research Laboratory (NERL), Atmospheric Modeling and Analysis Division (AMAD).

  The contractor shall provide one full time equivalent (FTE) to support the NERL/AMAD computing infrastructure. Areas of support for this FTE are described in Sections 4.4.1 (Coordination and Management), 4.4.2 (Service Desk), 4.4.4 (Servers), 4.4.5 (Storage), 4.4.7 (Network Management), and 4.4.8 (Information Security Management).

- Support for the National Center for Computing Toxicology (NCCT).

  The contractor shall provide dedicated personnel to support the NCCT. Areas of support for these personnel are described in Section 4.4. Technical direction from the TOCOR will define the level of effort required.

4.4.1 IT Operations Coordination and Management

The IT Operations category is used to document the following requirements:

- Overall Task Order management and coordination;
- Documentation and standardization;
- Project Planning;
- Problem Management;
- Asset Management;

- Management of Other Direct Cost activities;
- Reporting (monthly reports and ad-hoc reports).

4.4.1.1 Enterprise Management and Coordination

The contractor shall provide one technical manager (task order manager (TOM)) point of contact for daily interaction with the TOCOR, and additional points of contact as needed to interact with each Federal ORD technical monitor (Section 7.4). The TOM shall prepare reports for and attend the monthly status meetings with the TOCOR (see Section 4.3.6). The TOM shall designate appropriate staff members to act as alternates during the TOM's absence and shall provide the TOCOR a complete diagram of the task order contractor chain of command including the alternate TOM, designated leads in all tasks areas and any special functions.

The additional points of contact shall interact with the technical monitor(s) as needed to prepare reports and attend regular status meetings for their area of responsibility. During these meetings the technical monitors will provide technical direction and set priorities for activities in their area of responsibility.

4.4.1.2 Update/Maintain Documentation

Documentation data management is described in Section 4.3.4.3. The contractor shall develop and maintain documentation sets as needed to document ORD Enterprise wide IT and site-specific operations and configurations. All documentation will be stored in the ORD Definitive Document Library (DDL). Reference to documents maintained outside ORD (e.g. links to documentation developed and maintained by OEI) is encouraged. The documentation is meant to be used to standardize IT processes and configurations within ORD, provide a baseline for continual service improvement, and will assist ORD in measuring contractor performance.

Specific documentation to be maintained in the ORD DDL:

- Configuration for all ORD servers and backup systems
- Configuration for all ORD networks and network equipment
- Standard Operating Procedures
- ORD IT Policies and links to Agency IT Policies
- Documentation of ORD Standards (e.g., Standard Laptop specs, Standard Software)
- Installation and configuration guides for Enterprise wide and commonly installed software
- User Guides or user instructions produced by ORD
- ORD Site handbooks
- Other documentation specified by the TOCOR to be maintained in the ORD DDL

Existing documentation in the DDL shall be reviewed by the contractor and updated whenever procedures or configurations change.

4.4.1.3   Project Planning
The contractor shall utilize best-practices project management as described in Section 4.3.5.

4.4.1.4   Problem Management
The contractor shall maintain a problem management program as described in Section 4.3.3.

4.4.1.5   Asset Management
Asset data management activities are described in Section 4.3.4.

ORD IT assets may need to be relocated between sites. The contractor shall interact with Federal property officers as necessary to request that property is properly recorded in Federal (non-ORD) property accounting systems.

When necessary, the contractor shall arrange for ORD IT assets to be shipped to and from repair facilities.

4.4.1.5.1   Tracking Government Furnished Equipment (GFE)
The contractor shall track and maintain an inventory of all ORD GFE equipment systems, hardware components, and software provided by ORD to support this task order using the ORD Definitive Hardware Library (DHL). This inventory shall contain, at minimum, descriptive information, unique identity information, date provided to the contractor, current location, and current user. This inventory shall be synchronized and kept current with the official GFE list associated with this task order. The contractor shall note any changes to provided equipment's status in the monthly report. Note: All VETS GWAC contract references to "Government-Furnished Property and Items," apply to this Task Order, including FAR Property clauses incorporated by reference.

4.4.1.6   ODCs
The contractor is required to procure hardware (for EPA ownership), software, and other associated items in support of this task order. This may be accomplished through purchasing or leasing on behalf of the Agency – whichever is deemed to be more cost-effective at the time the items are needed. The recommendation to purchase or lease shall be made by the contractor and approved using the ODC approval process. The contractor may also be requested to ship ORD IT equipment from one location to another. Any costs associated with shipping must have prior approval using the ODC approval process.

4.4.1.7   Task Order Reporting
In every Monthly Invoice and Weekly Progress Reports, the contractor shall provide the current month's and OY's cumulative hours and costs; current week's accomplishments; next week's planned major activities; and a statement summarizing major risks and issues. This information shall be provided for each of the following ITI Service Categories and Subcategories:

- 4.4.1 IT Operations Coordination and Mgt.
  - 4.4.1.3 Project Planning

- o 4.4.1.4 Problem Management
- o 4.4.1.5 Asset Management
- 4.4.2 Local Service Desk
- 4.4.3 Desktop Environment
- 4.4.4 Server Management
- 4.4.5 Storage Management
- 4.4.6 Administer ORD's Organization Unit (OU) in the Agency Active Directory (AD)
- 4.4.7 Network Management
- 4.4.8 Information Security Management
- 4.4.9 Improvement of Operational Activities

The contractor shall provide support in the accumulation, storage, and reporting of detailed data to enable ORD to respond to a variety of calls for data regarding ORD system assets, network information, server information, system configuration information, or software installations, and contractor labor hours associated with specified functions. The contractor shall, at the direction of the TOCOR, produce reports, listings, summaries, or statistics for the use of ORD staff in responding to data calls to other Agency IT, management, or audit organizations, or to respond to calls for information to be provided to entities outside EPA. All data, reports, listings, summaries or statistics shall be delivered to the TOCOR.

The exact nature of data calls and amount of data to be reported is dynamic, being provided in response to a variety of information technology and security issues as they arise across the Agency. In a typical year, approximately a dozen data calls are requested.

See Section 6, Deliverables, for additional details on Reporting requirements.

4.4.1.8   Server/Network Performance Data Reporting
Using data gathered by the system management tools employed to manage the ORD server environment, and supplemented by additional data gathered by the contractor in the course of the server and network management process, the contractor shall develop monthly statistics, quick look reports, summary reports, detail reports, and trend analysis reports to convey server/network performance data, availability, capacity, and utilization information. Dynamic reporting methods shall be employed to convey high level information, with options to drill down to view detailed information that supports this high level data. The contractor shall provide interpretations of this data; giving insights and opinions on trends; or pointing out areas of concern or exceptional performance.

Ad hoc reports will be requested as needed by the TOCOR, ATOCOR, or Technical Monitors. Routine reports are described in Section 6.

4.4.2   Local Service Desk
This section describes required end-user support services and the supported user communities.

4.4.2.1 Supported User Communities
The contractor shall support ORD scientists using ORD scientific computing at all ORD locations as listed in Section 7.1.

4.4.2.1.1 Scientific Support
The contractor shall provide hardware support (Section 4.4.2.2.1) and software support (Section 4.4.2.2.2) for all ORD-owned desktop/laptop and laboratory computing equipment at all ORD locations. This equipment may also be referred to as "scientific computing equipment." Exceptions to this requirement will be provided in writing by the TOCOR. The current exception is for workstations that comprise the SuperMuse system at the Athens, GA site.

Some laboratory computing equipment may also be off-limits for ITI contract personnel; it is the responsibility of contract site personnel and contract management to be aware of these local exceptions as these may present a danger to personnel unfamiliar with laboratory safety procedures. If possible, this type of equipment can be supported using remote access methods.

4.4.2.2 Desktop/Laptop Support

Desktop/Laptop Support
For the user communities defined in Section 4.4.2.1, the contractor shall provide desktop/laptop support as described in this section:

4.4.2.2.1 Hardware
The contractor shall provide services across ORD to install/de-install, set up, configure, and confirm proper operation of PCs, workstations, Lab PCs, laptops, and computer peripherals. The types of equipment are described in Section 4.1.3. This support shall include:

- Acquire and utilize standard Agency operating system images;
- Perform acceptance testing and set up of new PC hardware.
- Provide technical support to end users regarding assembly and installation of hardware or relocation of existing hardware.
- Install, assemble, set up, configure and confirm proper operation of add-on or peripheral equipment.
- De-install, disassemble, and decommission equipment following Agency and/or Location procedures where available.

The contractor shall provide support for maintenance of equipment including the following:

- Monitor condition of and perform preventative maintenance when necessary on PCs, workstations, Lab PCs, and computer peripherals. Notify equipment owner or TOCOR of unstable or unsafe conditions or operation of any supported equipment.

- Provide troubleshooting support to help diagnose problems. Detect and correct failures of any supported equipment, to include either solving the problem directly or recommending a service call be placed if there is a malfunction beyond the capability of contractor staff to resolve.

4.4.2.2.2 Software

The contractor shall provide support for the installation/de-installation, management, and use of all EPA enterprise software.

The contractor shall be familiar with general installation, de-installation, and Windows software troubleshooting techniques.

Confirm software is legally licensed prior to installation. Provide software licensing information/confirmation to other contracts as requested.

De-install licensed software and update status of software licenses in the software inventory when computing platform is reassigned or decommissioned.

The contractor shall provide support for troubleshooting software problems for users. Contractor staff shall use experience and best effort to resolve problems with unsupported or unknown user software. Troubleshooting software problems may involve either solving the problem directly or contacting and working with other Agency support groups or vendor software support.

The contractor shall assist end users with commercial and custom software. Contractor staff shall be sufficiently experienced to reliably install, configure, and confirm proper operation of this software following vendor-provided instruction, using experience and best effort. This type of support will not be included in the performance standards.

Certain software is not allowed to be installed on any site PC by a user or site Desktop Support personnel. This includes specific software listed below as well as any software that is:

- Illegal for use on Government-owned/operated equipment or that violates Agency policies, including policies on Appropriate Use of Computing Resources;
- Known to break or disable a PC configured as an ORD standard desktop;
- Normally used in support of activities that are illegal, violate Agency policies, or circumvent/break security controls;
- Personally owned (not purchased by the government or an Agency contractor in support of contract work or requirements) and not clearly in support of Agency work;
- Licensed software where a valid, unused license is not provided by the user; or
- Additional specific software that a site has designated for any of the above reasons.

Specific Forbidden Software:

- Tax preparation software
- Games
- Web Server or Web Hosting software
- Real-time stock ticker, weather, internet radio
- Instant Messenger (other than Agency-approved)
- Mail programs (other than Agency-approved)
- Internet file sharing, internet file storage
- Peer-to-peer networking (e.g., Napster, Kazaa-like software)
- Skype software

4.4.2.2.3 Isolated CBI System Support

Confidential Business Information (CBI) standalone Computers have been procured by Office of Research and Development Labs, Centers, and Offices. The contractor shall also provide management for these computer systems and removable storage media that are not connected to EPA's network directly but reside in an EPA facility or with an assigned ORD individual who may not work at an EPA site. These devices are to remain off the EPA general use (production) network and maintained in locked rooms by the assigned Document Control Officer (DCO). There are less than thirty of these devices today.

4.4.2.2.3.1 Security Requirements

The requirements of this paragraph apply to employees or affiliates of the contractor who either (a) are assigned to work in areas where CBI data is handled or (b) who work with CBI standalone computers and media. The contractor shall use secure and reliable forms of identification to validate the staff identities of the contractor's employees or affiliates for authentication and to ensure adherence to the provisions of HSPD-12: Policy for a Common Identification Standard for Federal Employees and Contractors. The Contractor may accept Government-issued identification and records for this validation. The contractor shall maintain documentation for all of its employees or affiliates as described in (a) and (b) above, including clearances, consent forms and briefings (e.g., annual or initial security training, non-disclosure agreements, CBI, etc.). Documentation is to be furnished to the EPA COR upon request and must include at least the following:

- Personnel name.
- Name or type of clearance.
- Agreement or briefing.
- Date signed or received.

Contractor employees assigned to work in areas where CBI data is handled must undergo EPA's CBI training and clearance process prior to commencing work in those areas.

4.4.2.2.3.2 Confidential Business Information Requirements

During the course of performing the work stated within this SOW, contractor employees and staff may come in contact with CBI. Examples of information that may be considered confidential include the following:

- Identity of product inert ingredients.
- Identity of product ingredient sources.
- Description of manufacturing or quality control processes and corresponding impurities.
- Product chemistry registration data.
- Information about pending registration actions.
- Sales, production or other commercial or financial information.

Neither the contractor nor any of its employees or affiliates shall disclose or disseminate any CBI that could result in, or increase the likelihood or possibility of, a breach of EPA's policies regarding the handling of CBI. This requirement includes dissemination of information that might result in a negative impact to the government's reputation. Contractor employees assigned to work in areas where CBI data is handled must undergo EPA's CBI training and clearance. . The contractor shall observe the policies, procedures, and formats published as follows:

TSCA CBI Clauses:

-Treatment of Confidential Business Information (TSCA) [EPAAR 1552.235-76]

-Data Security for Toxic Substances Control Act Confidential Business Information [EPAAR 1552.235-78]

-Access to Confidential Business Information [EPAAR 1552.235-80]

4.4.2.3   Support for Telephone Handsets

The contractor shall respond to requests to install or remove desktop telephones at ORD sites receiving VoIP support as shown in Section 7.2. The contractor shall coordinate this work with other personnel (these may be other contractors or federal personnel) who manage the network, telephone or VoIP equipment for those locations to ensure that telephone handsets work properly.

The contractor shall maintain the inventory of telephone handsets at these locations using the ORD DHL (Section 4.3.4.1).

Other contract VoIP phone duties are described in Section 4.4.7.5.

4.4.2.4   Loaner Laptop Support

The contractor shall manage a loaner pool of shared equipment at each ORD location to include standard laptops and other location-specific shared loaner equipment (See Section 7.1.) The contractor shall provide support to:

- Manage scheduling and advanced reservation of loaner equipment, configuration of loaner equipment for use, checkout of equipment to users, track loaned equipment, verify condition of equipment and associated parts on checkout and return, cleaning equipment (to include removal of all non-ORD Standard Laptop Image data, programs and settings), and preparation for next use.
- Maintain loaner equipment in ready-to-use condition, including necessary parts (e.g., cables, mouse, security lock, fully charged battery, carry bag), instructions for use including wireless connectivity capabilities, and all approved packages released by ORD. Configuration shall include Windows automated firewall and access to virus pattern files while outside the Agency network.
- Move, assist user moves, or provide adequate instruction to users for moving data, presentations, etc. onto or off of loaner Laptop. Install necessary user software as requested.
- Confirm proper operation of loaner equipment with user before releasing equipment to user.
- Another EPA organization prepares laptops for international travel. The contractor shall assist in provisioning and deprovisioning these international laptops.

4.4.2.5   Conference Room Support

The contractor shall provide services for the Installation, troubleshooting, and repair/maintenance of Video Teleconference systems (VTC), associated audio and video playback systems, amplification systems, video conference room support systems, other auxiliary video systems equipment.

Install, operate, manage, and maintain Video Teleconferencing Systems, and associated PRI and IP communication connections.

Coordinate with network support contractors to enable and disable conference room network switch ports as needed to support conference room activities.

Provide support for audio and visual equipment in conference rooms.

Manage individual video conferences as requested: schedule room and bridge reservations, set up/initiate call, troubleshoot, operate videoconference equipment, closeout of call.

4.4.2.6   LAN Printer Support

The contractor shall install and configure LAN-attached printers, provide initial triage for incidents, and shall provide support for installing toner in ORD printers at all ORD locations.

The contractor shall maintain an inventory of consumable supplies supporting the ORD LAN-based printers (and other printers as requested by the TOCOR) to ensure reliable operations. Written requests to replenish supplies shall be provided to the local Technical Monitor (Section 7.4) when supplies reach reorder thresholds. The contractor shall not purchase consumables for any EPA printers except as directed by the TOCOR.

4.4.2.7   Other User Services

- User-level Offline storage - the contractor shall provide support for and/or instructions to users on performing single instances (not ongoing) of system backups using local and remote backup devices. The contractor shall create backups and off-line copies (e.g. CD, DVD, and Tape) of files on user desktop systems or LAN shares, delivering media to users for their use and archive purposes.
- Training Delivery and Tracking - the contractor shall provide individual orientation for approximately 75-100 new users annually on end-user hardware and software to supplement formal training available to users through Agency and commercial sources.
- Offsite/Remote User Services - the contractor shall provide support for users accessing ORD systems via remote access methods (including AAA VPN, Secure Remote, remote terminal services session, and other agency approved remote access solutions). User services shall be provided to users that are off-site for reasons of Flexiplace work arrangements, travel, or off duty locations. This support is limited to government-owned equipment only via phone consultation.
- Service Center/Media Center/Information Center - the contractor shall maintain shared equipment, systems, and software located in public or shared equipment areas in various locations across ORD. The contractor shall:
  - Manage and schedule use of shared equipment;
  - Maintain and update equipment and software when necessary;
  - Maintain log of available shared equipment, software, and supplies;
  - Develop, post, and maintain instructions for use of shared equipment or software;
  - Provide support to users in hands-on operation of shared equipment.

4.4.2.8   After-hours Support

The contractor shall provide after-hours telecommunications support for Region 4 continuity of operations (COOP) activities. Details of this requirement shall be provided in writing by the TOCOR. Other after-hours support is allowed in order to provide services during emergencies as described in Section 4.1.5.

4.4.3   Desktop Environment

The contractor shall maintain a service to handle software updates and deployments, operating system updates, and security patches on all ORD computing systems (servers, laptops, desktops, workstations, etc.). The Enterprise Management System Tools described in Section 7.6 shall be utilized to automate

the updates and software delivery to the fullest extent possible. <u>Note</u>: The contractor is not required to use IBM Tivoli Endpoint Manager (previously known as BigFix) for this purpose.

4.4.3.1   Server Patch Management/Operating System Updates
The contractor shall utilize the EMS Tools (Section 7.6) to apply vendor patches and updates to server software and server operating systems as necessary to correct problems or bugs; restore normal or proper operation; or at the direction of the TOCOR.

The contractor shall make recommendations for all system patches or changes as required to reduce and/or eliminate security vulnerabilities on servers.

The contractor shall monitor the release of patches from software vendors, test those patches using the standard operating system images, and make recommendations to the TOCOR and change control board regarding implementation. The contractor shall install the patches upon approval of the TOCOR. The contractor shall maintain tracking information to document the successful implementation of all deployed patches to all server systems at all ORD locations and make this information available to the TOCOR. Deployment status reports may be required in real time.

The contractor shall ensure that systems are configured in accordance with EPA standard configuration documents, which can be found at: http://cfint.rtpnc.epa.gov/otop/dss/DSS_Customer/SCD/page1.cfm.

4.4.3.2   Desktop OS and Application Updates and Patches
The contractor shall use the EMS tools (Section 7.6) to manage automated systems and applications update services for ORD desktops, laptops, and workstations. This includes security patches, operating system updates, and software updates. In response to direction from the TOCOR, the contractor shall coordinate automated update services across ORD locations to distribute and install desktop system and workstation changes, applications, fixes, patches, and service packs.

The contractor shall ensure that systems are configured in accordance with EPA standard configuration documents.

4.4.3.3   Desktop Image Management and Coordination
The contractor shall provide support for the management, update, and distribution of the EPA's standard desktop/laptop image(s).

Following ORD and/or Agency SOPs, the contractor shall utilize Agency images for installation and setup of new or reassigned PCs, laptops, and workstations. This work will involve coordination and consultation with other EPA entities and contractors. The work will involve some of the EMS tools described in Section 7.6.

4.4.4 Server Management

Server management provides for the design, provisioning, installation, operation, and maintenance of the server systems which support other service offerings such as: file storage, tape backups, printing, application and database hosting, virtual workstations, scientific modeling, etc. The server environment is made up of Intel based computers running virtual hosting environments and operating systems as described in Section 4.1.3. The contractor shall follow all agency standard configuration and federal security guidance as they apply to server management. A list of server equipment is maintained in ORD's approved Definitive Hardware Library System.

The contractor shall provide continuous monitoring of availability, responsiveness, and correct operation of ORD servers. In situations requiring a local, hands-on action, the contractor shall ensure that local server/desktop support personnel are dispatched to accomplish the hands on control. If the contractor is unable to recover or restore a server at any site supported remotely, the contractor will identify resources to deploy (via ODC) and who will arrive as soon as possible. Server uptime during normal business hours shall be tracked and reported on a routine basis.

The contractor shall engage in continual system improvement by recommending procedural changes or upgrades/patches to operating systems, hardware, and software.

4.4.4.1 Operate and maintain the VMware ESX virtual hosting environment

ORD utilizes VMware ESX as its virtual hosting environment. The contractor shall operate this environment utilizing the EMS tools described in Section 7.6.

The contractor shall operate and maintain a virtual hosting environment at all ORD locations. Capacity management shall be utilized to allow the entire virtual infrastructure at the location to operate without interruption when one host is down for maintenance or an outage. It must be possible for the environment at each location to be managed remotely.

4.4.4.1.1 Operate and maintain the Citrix virtual hosting environment

Citrix may become operational for hosting ORD virtual workstations during this option year. If this service begins to be provided under the ITI contract, statements in this SOW regarding VMWare View virtual workstations also apply to Citrix.

4.4.4.2 Operate and maintain the VMware View virtual workstation hosting environment

The contractor shall operate and maintain the VMware View environment for hosting virtual workstations. The contractor is responsible for implementing virtual workstations with either Microsoft Windows or Linux OS, and providing instructions in the use of the virtual workstations to end users. The contractor shall monitor virtual workstation usage and make recommendations for resizing or decommissioning virtual workstations. The contractor shall monitor the entire VMware View environment and make recommendations for resizing the environment as needed to support the number of active workstations. The virtual workstations described in this section are defined as ORD

Scientific workstations; therefore user support for these virtual workstation instances shall be provided as described under Section 4.4.2.

4.4.4.3   Operate and maintain servers for applications, databases, and web services

The contractor shall provide and maintain servers for hosting databases, applications, and websites as approved by the TOCOR. These servers will require the installation of software following Agency standards as needed to support the intended purpose of the server, and will require permissions management to allow federal personnel, students, and personnel from other contracts to manage the applications as requested by the TOCOR.

The contractor shall operate and maintain ORD SharePoint sites as requested.

4.4.4.4   LAN-based Printer Management

The contractor shall manage and maintain printer queues for ORD printers to provide user PC and workstation printing to LAN-attached printers. The contractor shall coordinate with other support contractors who will manage print queues for ORD at the collocated sites (CIN, EDI, LAS, RTP, and WDC). Permissions on ITI managed servers will be maintained by ITI to allow other contractors to create and manage print queues without other assistance from ITI personnel.

4.4.4.5   Maintain and utilize the Enterprise Management System Tools

ORD's Enterprise Management System Tools consists of a set of systems, tools, and conventions applied across all of ORD's systems, servers, and LANs. The Enterprise Management System Tools consists of the management tools and security software listed in Section 7.6. The contractor shall maintain, continually improve, and utilize these tools during the course of maintaining the ORD IT infrastructure.

Security monitoring (Section 4.4.8.2.3) is covered in this task. The contractor shall proactively monitor security monitoring points (intrusion detection system log monitoring, Antivirus Console, and other security tools as listed in Section 7.6), for evidence of intrusion, sabotage, denial of service attacks, port attacks, and other inappropriate access, destructive or disabling events or attempts across ORD systems.

4.4.4.6   Server permissions management

The contractor shall manage server access to provide a secure server environment using a "Least Possible Privilege" approach. Documentation for ORD permissions and processes for changing permissions are kept in the ORD Definitive Documentation Library.

The contractor shall coordinate accounts, access controls, rights, privileges, and groups to provide for and assure proper user access to ORD servers. The contractor may be requested to coordinate and facilitate access to personnel outside of ORD at the request of the TOCOR. This task may require coordination with other ORD and Agency groups.

4.4.5   Storage Management

File storage in ORD is used for server operations and as secure reliable storage for the ORD community. File storage in ORD is hosted on storage area networks (SAN), network attached storage (NAS), and direct attached storage (DAS). The contractor shall operate and maintain ORD's storage environment and provide storage services as described in this section.

4.4.5.1   Physical storage operations

The contractor shall maintain and operate all ORD storage hardware for Storage Area Networks (SAN), Network Attached Storage (NAS), and Direct Attached Storage (DAS). This includes the operation of SAN software used to manage each type of SAN, management and operation of storage controllers, fiber switches, tape libraries, cabling, and other hardware associated with the storage environment.

As much as possible, single points of failure in the storage infrastructure shall be eliminated to prevent data loss and provide continuous data availability so that the servers and data remain online during outages and maintenance activities. Any exceptions must be reported to the TOCOR and Operations TM.

The contractor shall maintain data and utilize scripts or other methods to allow daily reporting of raw storage capacity, usable free storage, and used capacity. These reports will be available through the ORD SharePoint website.

4.4.5.2   Network file storage operations

The contractor shall manage the logical and virtual storage layers of the ORD storage environment. Storage shall be provisioned for server operations and user data storage. File storage operations processes are documented in the ORD DDL.

4.4.5.3   Network file storage permissions management

The contractor shall manage network file permissions and network share permissions to provide a secure file storage environment using a "Least Possible Privilege" approach. Documentation for ORD permissions and processes for changing permissions are kept in the ORD Definitive Documentation Library. The contractor shall coordinate accounts, access controls, rights, privileges, and groups to provide for and assure proper user access to ORD network file storage. The contractor may be requested to coordinate and facilitate appropriate user access to resources outside of ORD where possible. This task may require coordination with other ORD and Agency groups.

4.4.5.4   Backups

The contractor shall operate and maintain hardware and software, to back up and restore network data files and server files for all supported technologies. The tools available for this are listed in Section 7.6). The following requirements for backups must be met:

- Full backups of all server and network files shall be taken once per week.

- Incremental backups of all server and network files shall be taken daily.
- If a Windows server fails and must be rebuilt from backups, that recovery shall be completed as soon as possible with a goal of within 24 hours. The TOCOR will identify any UNIX or Linux servers that must also meet this requirement.
- Per ORD policy, backups shall be stored for 12 weeks and then reused. Backups shall be stored offsite as documented in the Backup and Restore Standard Operating Procedure.
- The contractor shall follow the backup and restore procedures as recorded in the Backup and Restore Standard Operating Procedure which is stored in the ORD Definitive Document Library. The contractor shall modify this document as needed for continual service improvement.
- Files stored on the M: drive shall be replicated to Las Vegas and RTP as documented in Section 4.4.5.5 and only backed up in Las Vegas and RTP.
- Local site data and files that are replicated to one of the ORD COOP/DR Centers are to be backed up at the COOP/DR Center rather than performing local backups.

4.4.5.5   DFS and DFS-Replication

The contractor shall operate and maintain the ORD DFS namespace for ORD's standard drive mappings as documented in the Definitive Document Library.

The contractor shall operate and maintain DFS Replication (DFS-R) between the remote sites and the ORD COOP/DR Centers in Las Vegas and RTP as defined by the TOCOR or ATOCOR. Failover capability for the remote site users to the replicated folders must be maintained in the event of a primary file server outage at the remote site.

4.4.6   Administer ORD's Organization Unit (OU) in the Agency Active Directory (AD)

As requested by the TOCOR the contractor shall provide best-effort support to manage user accounts, groups, and Objects in the ORD OU of the Agency Active Directory and develop, apply, and manage policies on accounts, groups, and Objects in the ORD OU.

4.4.7   Network Management

The contractor shall manage the local area network (e.g. switches and other networking equipment) for VoIP and data at select ORD locations. The sites that require this support are shown in Section 7.2. The contractor shall coordinate with the EPA Office of Environmental Information for wide area networking, routing between sites, long distance telephone service, hardware support, and other items as required to support telephone and data networking services.

4.4.7.1   Network Infrastructure

The contractor shall provide services for installation, relocation, repair, termination, and de-installation of all telecommunications cabling including copper and fiber cables as requested and detailed below. The contractor shall operate and maintain switches, VoIP equipment, wireless infrastructure hardware, and other network equipment as requested. The contractor shall provide support and coordination with

other ORD entities for the installation of cables and wireless equipment as required, such as when services for the physical pulling of cables are provided by other entities.

The contractor shall install and de-install VoIP hardware, switches, and other local voice and data equipment as requested by the TOCOR.

The following work is supported:

- Inter and Intra cabling within and between racks. The contractor shall accomplish this work. This is mostly patch cords 15 meters or less in length to establish connectivity to network gear (switches, routers, telecom, etc., for PCs, Laptops, Servers, and Storage Devices).
- Cable that is already in existing conduit and has an appropriate pull-string. The contractor shall run or pull the cable. If a pull-string is not present and it is determined the conduit can handle another cable, Facilities will do the pull string work. Once completed, the Contractor shall run or pull the cable.
- Cable that is in open panduit and easily accessible; height not more than 20 feet. A stepladder must be supplied by the site and meet the following criteria:
    - Type I – Industrial stepladder, 3 to 20 feet for heavy duty, such as utilities, contractors, and industrial use.
    - Type II – Commercial stepladder, 3 to 12 feet for medium duty, such as painters, offices, and light industrial use.
    - Type III – Household stepladder, 3 to 6 feet for light duty, such as light household use
    Anything over 20 feet in height Facilities must do.
- Cabling that is in closed panduit and has an appropriate pull string. The contractor shall run or pull the cable. If a pull-string is not present and it is determined the conduit can handle another cable, Facilities will do the pull string work. Once completed, the Contractor shall run or pull the cable.
- Raised floor cabling within the same Data Center or Computer Room Facility. The contractor shall follow the established cable path or cable tray management system installed under the raised floor.
- Mounting of equipment is supported within racks or already installed IT equipment shelving.

The following work is not supported:

- Cabling runs between rooms, floors, or other locations which are not already connected via conduit with pull strings or cable tray.
- Cabling which requires modification to current facility/building infrastructure such as:
    - Core drills,
    - Installing/modifying cable trays, conduit, or Panduit, or
    - Construction activities for modifications to existing walls, floors, or roofs.

- Cabling above 20 feet.
- Any scaffolding work.
- Mounting of any equipment to walls, ceilings, floors (raised or not) or roof which is not already established and already mounted to hold IT or Telecom equipment. Any work that can be performed must be no more than 20 feet in height.

4.4.7.2   Network Documentation

As described in Section 4.4.1.2, the contractor shall develop and maintain extensive detailed documentation of all ORD voice and data telecommunications/Networks including but not limited to cable plant (IDFs and MDFs), VoIP, Voicemail, Message Management, VPS, VTC for both wired and wireless LANs. Documentation shall include point to point cable plant text and graphics documentation with logical and physical drawings of all voice and data LAN configurations (wired and wireless included).

4.4.7.3   Network permissions management

The contractor shall manage network and switch access to provide a secure network environment using a "Least Possible Privilege" approach. Documentation for ORD permissions and processes for changing permissions are kept in the ORD Definitive Documentation Library.

4.4.7.4   Coordination with other Agency network groups

The contractor shall:

- Coordinate implementation (e.g. preparation of formal ORD Telecommunication support request), problem diagnosis, and resolution of telecommunications problems/modifications.
- Track status of ORD Telecommunications support requests and notify TOCOR of problems, delays, and action required by ORD.
- Provide services for coordination of WAN management and router operation, management, and updates with Agency telecommunications organizations (Agency Telecom is in charge of all routers).

4.4.7.5   Voice Telecommunications

The contractor shall:

- Provide technical services related to voice telecommunications support, including technical assistance on telecommunications requirements, and definitions of new service specifications.
- Identify system needs, support requirements, and problems, and shall monitor the quality of system service to individuals and other ORD-related organizations.

The contractor shall be responsible for:

- Installation, troubleshooting, and repair/maintenance of VoIP, voice processing systems (VPS/Message Management), such as voice mail (e.g. Octel Aria and Intuity Audix Voicemail),

Public Address systems (PA), all system wiring and cabling and auxiliary equipment such as VOIP phone sets, printers, and PCs. Supporting the design, testing, operation, and management of Voice over IP telephony systems, associated software, and dedicated equipment and optimizing the quality of service (QoS) and efficient use of bandwidth.

- Technical and operational responsibility for the implementation of new systems or substantial modifications to existing systems or services, as requested by the TOCOR.
- Implementation of both physical and voice system security procedures, as specified in Agency guidelines, as provided by the TOCOR.
- Troubleshooting phone, voicemail, and audio systems problems for individual users
- Training approximately 75-225 users annually users in the areas of voice telecommunications purposes, uses, capabilities, and operating procedures, as requested by the TOCOR.
- Capture station message detail recording (SMDR) information to files and/or databases for retrieval, reporting, and analysis.
- Troubleshooting connectivity issues with local exchange provider organizations. Maintain ORD eCAS call detail reporting system/server, data base & application.

4.4.7.6 Network Operations and Management

The contractor shall administer the network computing resources supporting ORD's systems in a manner that ensures security and availability of services. The contractor shall provide technical support services necessary for the design and operation of ORD's LAN hardware and software configurations including presentation of functional capabilities, requirements, implementation, configuration, operation, modification, and logistical support. The contractor shall provide support for the agency production network at ORD locations (including wired and wireless networks), ORD laboratory networks (LabLAN) and ORD IT Enterprise Infrastructure networks (e.g., data storage networks, IT management networks). Non-production networks (such as private or air-gapped networks) shall be supported, on a best-effort basis, only after approval by the TOCOR. The contractor shall also support and coordinate configuration of network interfaces to EPA's Wide Area Network (WAN) as required. Support for WAN issues will be performed in coordination with the Agency's Telecommunications contractor. Outages of ITI contract-managed network devices shall be reported as described in the ORD Management Escalation and Notification SOP and as described in Technical Direction Documents provided by the TOCOR, in accordance with EPAAR 1552.237-71.

4.4.7.7 Monitor Network Operations

Using the EMS tools in Section 7.6, the contractor shall provide the following services to support ORD's local and WLAN networks:

- Monitor network systems status and provide report on detected outages.
- Monitor network bandwidth utilization statistics (using data provided by EPA telecommunications organization).

- Analyze network traffic patterns for impacts to optimum local area network performance.

4.4.8   Information Security Management

4.4.8.1   Physical Security for IT Equipment
ORD IT facilities are operated as secure facilities with restricted access to consoles, monitoring stations, application interfaces, and telecommunications controls. Physical access shall be restricted to only those personnel with a bona fide need to access sensitive areas. The contractor is responsible for documenting and reporting physical access risks to these sensitive areas. Specific procedures with information about access, visitor access, server room logs, and rack access procedures/controls for each ORD site shall be documented in the IT Operations site handbooks which are stored in the ORD Definitive Documentation Library.

The Agency is in the process of installing new systems for managing and controlling physical building access. The contractor shall provide ordinary basic support for the computer hardware and network infrastructure needed for these new systems and for legacy systems already in place.

Until new systems are in place, the contractor shall provide legacy support as needed for existing systems in Las Vegas and Gulf Breeze. This may include installation, operation, maintenance, enhancement, and management of building and facility physical access control systems, including initializing and issuing access cards, maintaining user databases, maintaining access log databases, providing reports, removing user access, as well as collecting and recycling access cards.

4.4.8.2   Security Readiness

4.4.8.2.1   Maintain Database of Security Information
Maintain a database of enhanced rights, privileges or exceptions to Agency or ORD standards on all ORD systems supported under this contract, to include at least: user name, user ID, enhanced right, privilege, or exception, approver and date, and revocation and date. Recording the instance of Privileged User Access (PUA) is part of a standard operating procedure and should be completed before the request is closed. PUA requests shall be submitted through the IMS.

4.4.8.2.2   Conduct Security Scans
The contractor shall perform monthly (or as requested by the ISO or TOCOR) scans of the ORD subnets to detect and identify Transmission Control Protocol/Internet Protocol (TCP/IP) - enabled devices attached to the network. After the initial baseline scan the contractor shall provide delta change reports of devices added to or removed from the network.

4.4.8.2.3   Security Monitoring
Security monitoring is described in Section 4.4.4.5. In addition, the contractor shall make recommendations for all system patches, software updates, or other changes as required for reducing or eliminating security vulnerabilities on all computing systems.

4.4.8.2.4   Virus Protection Support

The contractor shall ensure that all servers, workstations, and desktops are protected from viruses, worms, Trojans Horses, and other malicious or harmful code through the use and deployment of the latest Agency approved detection software and signature update files. Any virus activity shall be included in the monthly report.

Ensure that all systems on the LAN are updated within one business day of release of new antivirus signature files by EPA, and all other ORD-supported systems are updated as soon as available after the release of antivirus signature files by EPA. Any situations that require a more immediate response will be communicated to the contractor by the TOCOR.

4.4.8.3   Security Response

4.4.8.3.1   Response to Security Incidents, Security Scans, and Audits

The contractor shall initiate response to security incidents within five minutes of notification or discovery, coordinating responses and actions taken with all appropriate ORD ISOs and the TM (see Section 7.4). Any ORD ISO may require the contractor to respond to security incidents at any time. The contractor is authorized to respond immediately to any ORD ISO for security incidents without additional guidance from the TOCOR. The contractor shall notify CSIRC, the TOCOR, and Primary and local CSR/ISOs of a security incident at first notice or discovery; upon resolution of the incident, the contractor shall issue a written report to the TOCOR, Primary ISO, and affected CSR/ISO(s) detailing the incident discovery, diagnosis, and all actions taken toward remediation. Security incidents shall be logged and tracked using the Agency Incident Management System.

In response to risk assessment reports and identified vulnerabilities, the contractor shall support the correction of reported vulnerabilities on ORD servers and workstations. This shall include initiating operating system changes on servers and workstations to correct vulnerabilities, and may involve coordination with outside organizations.

4.4.8.3.2   Response to Computer Security Incident Response Capability (CSIRC) Alerts

CSIRC Alerts are issued when the Agency deems a current or potential threat to be of risk to the Agency or its systems. The contractor shall follow the alerts proposed solution if any (some alerts are advisories only, not requiring action), and recommend a deployment plan to the ISO, and TOCOR. Upon receipt of CSIRC alert, the contractor will: a) open a tracking ticket, with a copy to the ORD primary ISO and alternate PISOs, or others designated by the TOCOR or Primary ISO, b) Assign staff to perform analysis of affected systems, start testing, and track technical implementation issues, c) Follow the CSIRC alert proposed solution for vendor-supplied patches, and/or d) Recommend a deployment plan to the TOCOR, Primary ISO, and alternate ISO backups for all other CSIRC-proposed solutions.

The contractor shall implement the plan for all affected servers and systems, and report any issues to the TOCOR, and Primary and Alternate ISO's. Upon implementation of the plan, the contractor shall

report the resolution with the following detail: a) not applicable systems b) Patches have been applied to specific systems (list systems) c) Notification of technical issues with the patch/patching process. The Contract shall report back to the TOCOR, Primary ISO/alternate ISO, and report back to CSIRC as required.

CSIRC Alerts are usually a time critical item and require immediate attention as described in the following table or as documented in the alert:

CSIRC Alert Classification	CSIRC Response Deadline
Low	28 business days
Medium	5 business days
High	2 business days
Critical	48 hours or less
Informational	Action to be determined by PISO/or designated representative. Often these are for informational purposes, or as a pre-notification to Critical Alerts/Zero Day flaws.

4.4.8.4   ORD-Wide Information Security Plan Support

The contractor shall provide support to maintain the existing Enterprise-wide Information Security Plan (ISP). The contractor shall assist in ensuring that the plan is consistent with all Federal and Agency security policies and requirements, and for ensuring that all documented security controls are operational. The contractor shall provide support for drafting and finalization of the plan and for completion of the required document to secure all required approvals for the Enterprise-wide ISP.

4.4.9   Improvement of Operational Activities

The contractor shall provide support for the planning, analysis, testing, and integration of new computing tools and technologies of benefit to ORD, or enhancements to existing tools and technology. All proposed modifications or acceptance of new processes or technology must be approved by EPA and follow the defined ORD project life cycle and change management processes. These projects must have separate cost tracking and be reported as such in the monthly invoices as submitted. Individual projects will be requested and documented by the TOCOR or the TOCOR's designated representative.

4.4.9.1   Development and operation of a service to provide public access to data

The contractor shall develop and operate a service which will support requests from scientists in making their data publicly available. The contractor shall assist scientists who have developed their own applications or databases for distributing data. The contractor shall assist the scientist by consulting with them and recommending server configurations, networking changes, assisting in submitting any necessary paperwork needed to implement the application or database, interacting with technical personnel in other EPA offices on behalf of the scientist, or other items that are needed to make the data available. The operating procedures for this service shall be developed and documented prior to implementation.

5 Applicable Policies, Standards, Directives

All contractor work shall be in compliance with pertinent Federal and EPA information processing and telecommunications standard and procedural guidelines. The contractor shall also comply with the Federal Information Processing and Standards (FIPS), published by the National Institute for Standards and Technology (NIST). The contractor shall also comply with EPA's technical and operational standards as issued by its technology services organizations. The contractor shall observe the policies, procedures, and formats published as follows:

Table 1 - Federal Policies and Regulations

Electronic Signatures in Global and National Commerce Act (ESIGN)	http://www.whitehouse.gov/omb/memoranda/m00-15.html
Federal Information Processing Standards	http://www.itl.nist.gov/fipspubs/
Government Information Security Reform Act	http://www.whitehouse.gov/sites/default/files/omb/memoranda/m01-08.pdf
Government Paperwork Elimination Act (GPEA)	http://www.whitehouse.gov/omb/circulars/a130/a130.html
Information Technology Management Reform Act	http://www.whitehouse.gov/omb/memoranda/m96-20.html
OMB Circular A119	http://www.whitehouse.gov/omb/circulars/a119/a119.html
OMB Circular A130	http://www.whitehouse.gov/omb/circulars/a130/a130.html
OMB Memorandum on Agency Architecture Development	http://www.whitehouse.gov/omb/memoranda/m97-16.html
PDD-63 White Paper	http://fas.org/irp/offdocs/paper598.htm
Presidential Decision Directive - PDD-62	http://fas.org/irp/offdocs/pdd-62.htm
Presidential Decision Directive - PDD-67	http://fas.org/irp/offdocs/pdd/pdd-67.htm
FIPS Publications	http://csrc.nist.gov/publications/PubsFIPS.html
Section 508 Compliance	http://www.section508.gov/index.cfm?FuseAction=content&ID=12
NARA Electronic Records Management (ERM) Guidance	http://www.archives.gov/records-mgmt/initiatives/erm-guidance.html
Homeland Security Presidential Directive (HSPD) 12	http://www.whitehouse.gov/omb/memoranda/fy2005/m05-24.pdf

Table 2 - EPA Policy and Procedures

EPA Data Standards Policy	http://www.epa.gov/irmpoli8/policies/21330.pdf
Information Management & Information Technology Policies that apply to Contractor's performing work through an EPA issued Contract	http://www.epa.gov/irmpoli8/
EPA Web Guide	http://www.epa.gov/webguide/index.html

| IRM Policy Manual | http://www.epa.gov/irmpoli8/archived/polman/index.html |
| Information Security – Interim Media Protection Procedures | http://intranet.epa.gov/oei/imitpolicy/qic/ciopolicy/CIO-2150-3-P-10-1.pdf |

6   Deliverables

- Weekly Status Reports and Updates – A weekly report for the support areas as described in Section 4.4.1.7 is due at the end of each week.
- Weekly Project Reports and Updates – a weekly report describing progress on projects and priority tickets (or service requests) is required each Wednesday by 10pm ET.
- Project Closure Reports for individual Special Projects. Each project is completed by the submission and acceptance of a project closure report as described in the Project Lifecycle Standard Operating Procedure.
- Monthly Contract Report – The monthly contract report shall be comprised of the weekly status reports (described above) submitted during the month. A separate monthly report is not required.
- Monthly Contract Invoice - See Section 4.4.1.7 for the Service Categories and Subcategories required in the report.
- Monthly ODC report- The monthly ODC report shall be comprised of planned and actual cost. The report will need to track "ODC baseline", "Above ODC baseline OSIM funded" and "Above ODC baseline L/C/O funded.
- Support costs for National Exposure Research Laboratory (NERL), Atmospheric Modeling and Analysis Division (AMAD) and the National Center for Computing Toxicology (NCCT) will require separate cost tracking and should be identified in the monthly invoice. See Section 4.4.1.7 for the Service Categories and Subcategories required in the report.
- ORD SAN Summary Report – The SAN Summary report must be delivered within two weeks following a change to the ORD storage infrastructure. The baseline report shows a large amount of information for each item of SAN technology in production in ORD including SAN vendor, raw capacity, RAID configurations, number of storage enclosures, number of drives in each chassis, etc. An example of a recent report can be provided by the TOCOR.
- Monthly Problem Management Report – A Pareto chart and underlying data showing the different types and frequencies of problems in the ORD IT environment is due on the second Monday of each month. An example of a recent report can be provided by the TOCOR.
- Monthly Standard Operating and Work Instruction Report – a report showing work-in-progress and completion of standard operating procedures and work instructions is required on the last Thursday of each month.

7 Appendices

7.1 ORD Locations

Name of Facility	Address	City	State	Zip Code
Washington DC, Virginia				
Ronald Reagan Building	1300 Pennsylvania Ave NW	Washington	DC	20460
Potomac Yard	2777 S. Crystal Dr.	Arlington	VA	22207
North Carolina				
Human Studies Facility	104 Mason Farm Rd	Chapel Hill	NC	27514
Multiple Buildings	109 T.W. Alexander Drive	Durham	NC	27711
Reproductive Toxicology	2525 Highway 54	Durham	NC	27711
Computational Toxicology	4930 Old Page Rd	Durham	NC	27703
Ohio				
Norwood	Cincinnati	Cincinnati	OH	45268
AWBERC	26 W Martin Luther King Dr	Cincinnati	OH	45268
Testing and Evaluation Facility	1600 Gest Street	Cincinnati	OH	45203
Center Hill	5995 Center Hill Drive	Cincinnati	OH	45225
Michigan				
Large Lakes & Rivers	9311 Groh Road	Grosse Ile	MI	48138
Oregon				
Western Ecology Division	200 SW 35th Street	Corvallis	OR	97333
Willamette Research Station	1350 Goodnight Ave.	Corvallis	OR	97333
Newport Office	2111 SE Marine Science Dr	Newport	OR	97365
Nevada				
La Plaza, Bldg C	4220 S Maryland Pkwy	Las Vegas	NV	89119
CHL and Radon Lab	944 E Harmon Ave	Las Vegas	NV	89119
Minnesota				
Mid-Continent Ecology Division	6201 Congdon Blvd	Duluth	MN	55807
Oklahoma				
Robert S. Kerr Env Res Center	919 Kerr Research Drive	Ada	OK	74820

Name of Facility	Address	City	State	Zip Code
Georgia				
Ecosystems Research Division	960 College Station Road	Athens	GA	30605
Ecosystems Research Division	Bailey Street	Athens	GA	30605
R4/SESD	980 College Station Road	Athens	GA	30605
Florida				
Gulf Ecology Division	1 Sabine Island Drive	Gulf Breeze	FL	32561
Rhode Island				
Atlantic Ecology Division	27 Tarzwell Dr	Narragansett	RI	02882
New Jersey				
UWMB,WSWRD,NRMRL	2890 Woodbridge Avenue	Edison	NJ	08837

7.2 ITI Site-specific Services Chart

Site	Local Service Desk	Server and Storage	Network	VoIP
Ada	X	X	X	X
Athens	X	X	X	X
Cincinnati	X	X		
Corvallis	X	X	X	X
Duluth	X	X	X	X
Edison	X	X		
Grosse Ile	X	X	X	X
Gulf Breeze	X	X	X	X
Las Vegas	X	X	X	X
Narragansett	X	X	X	X
Newport	X	X	X	X
RTP	X	X		
Washington DC	X	X		

7.3 Support Hours and Maintenance Hours

These hours may be modified by the TOCOR or can be modified with an approved change request.

Location	Support Hours	Maintenance Night	Maintenance Time
Ada, OK	8:00 am – 5:00 pm CT	Wednesday	5pm – 10pm
Athens, GA	8:00 am – 4:30 pm ET	Thursday	6pm – 9pm

Location	Support Hours	Maintenance Night	Maintenance Time
Cincinnati, OH	7:00 am – 5:00 pm ET	Thursday	7pm – 10pm
Corvallis, OR	7:00 am – 5:30 pm PT[1]	Wednesday	6pm – 9pm[4]
Duluth, MN	7:00 am – 5:00 pm CT	Wednesday	6pm – 11pm
Edison, NJ	8:00 am – 4:30 pm ET	Thursday	7pm – 10pm[4]
Grosse Ile, MI	8:00 am – 4:30 pm ET[2]	Thursday	6pm – 11pm[4]
Gulf Breeze, FL	7:30 am – 4:00 pm CT[2]	Thursday	6pm – 9pm
Las Vegas, NV	7:00 am – 5:00 pm PT	Wednesday	5pm – 10pm
Narragansett, RI	8:00 am – 4:30 pm ET	Wednesday	6pm – 11pm
Newport, OR	8:00 am – 4:30 pm PT[3]	Wednesday	6pm – 9pm[4]
Research Triangle Park, NC	7:00 am – 5:30 pm ET	Thursday	7pm – 7am Friday
Washington, DC (Ronald Reagan Building)	8:00 am – 5:00 pm ET	Thursday	7pm – 10pm
Washington, DC (Potomac Yards)	7:00 am – 4:00 pm ET	Thursday	7pm – 10pm
Notes:			
1. Local Help Desk support only available 8:00 am-4:30 pm when Newport, OR site is staffed			
2. No Local Help desk support when technician is not available (e.g. illness, vacation)			
3. No dedicated on-site Local Help Desk support; no support when only one technician is available			
4. Remote maintenance only; hands-on requirement reduces Local Help Desk support			

7.4 TOCOR, Deputy TOCOR, Technical Monitor Roles

Name	Role
TOCOR	Contract Management; approvals, technical direction
Deputy TOCOR	TOCOR alternate
TM for Service Desk	Local Service Desk management and coordination; ticket escalations
TM for Network	Network and VoIP operations management
TM for Operations	Server and Storage operations management
Information Security Officer (ISO)	Responsible for ORD IT security
Technical Monitors for ORD locations (also known as ORD Customer Service Representatives)	Local contact for: • Communicating outages and changes to the local IT environment • Obtaining assistance for necessary local approvals • Working with ORD customers at the location • Resolving questions about local site service desk ticket prioritization • Federal property (moves, adds, changes)

7.5 SOW Activity/Location Matrix

TO SOW Section	Description	ADA	ATH	CIN	COR	DUL	EDI	GBR	GRI	LAS	NAR	NEW	RTP	WDC
4.3	Process Requirements													
4.3.1	Quality Assurance													
4.3.2	Change Management													
4.3.3	Problem Management													
4.3.4	Asset Management					Enterprise								
4.3.5	Project Management													
4.3.6	Communication Management													
4.3.7	Incident Management													
4.4	ITI Services													
4.4.1	IT Operations Coordination and Management													
4.4.1.1	Enterprise Management and Coordination													
4.4.1.2	Update/Maintain Documentation													
4.4.1.3	Project Planning													
4.4.1.4	Problem Management					Enterprise								
4.4.1.5	Asset Management													
4.4.1.6	ODCs													
4.4.1.7	Task Order Reporting													
4.4.1.8	Server/Network Performance Data Reporting													
4.4.2	Local Service Desk													
4.4.2.1	Supported User Communities													
4.4.2.2	Desktop/Laptop Support													
4.4.2.1.1	Scientific Support	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.2.2.3	Support for Telephone Handsets	√	√		√	√		√	√	√	√	√		
4.4.2.4	Loaner Laptop Support	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.2.5	Conference Room Support	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.2.6	LAN Printer Support													
	ORD Printers	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.2.7	Other User Services	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.2.8	After-hours Support	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.3	Desktop Environment													
4.4.3.1	Server Patch Management/ Operating System Updates	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.3.2	ORD Desktop OS and Application Updates and Patches	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.3.3	ORD Desktop Image Management and Coordination					Enterprise								
4.4.4	Server Management													
4.4.4.1	Operate and maintain the VMware ESX virtual hosting environment	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.4.2	Operate and maintain the VMware View virtual workstation hosting environment	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.4.3	Operate and maintain servers for applications, databases, and web services	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.4.4	LAN-based Printer Management													
	Manage queues	√	√	√	√	√	√	√	√	√	√	√	√	√
	Coordinate queue mgmt with other support contractors	√	√		√	√		√	√		√	√		
4.4.4.5	Maintain and utilize the Enterprise Management System Tools	√	√	√	√	√	√	√	√	√	√	√	√	√

TO SOW Section	Description	ADA	ATH	CIN	COR	DUL	EDI	GBR	GRI	LAS	NAR	NEW	RTP	WDC
4.4.4.6	Server permissions management	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.5	Storage Management													
4.4.5.1	Physical storage operations	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.5.2	Network file storage operations	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.5.3	Network file storage permissions management	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.5.4	Backups	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.5.5	DFS and DFS-Replication	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.6	Administer ORD's Organization Unit (OU) in the Agency Active Directory (AD)	Enterprise												
4.4.7	Network Management													
4.4.7.1	Network Infrastructure	√	√		√	√		√	√	√	√	√		
4.4.7.2	Network Documentation	√	√		√	√		√	√	√	√	√		
4.4.7.3	Network permissions management	√	√		√	√		√	√	√	√	√		
4.4.7.4	Coordination with other Agency network groups	√	√		√	√		√	√	√	√	√		
4.4.7.5	Voice Telecommunications	√	√		√	√		√	√	√	√	√		
4.4.7.6	Network Operations and Management	√	√		√	√		√	√	√	√	√		
4.4.7.7	Monitor Network Operations	√	√		√	√		√	√	√	√	√		
4.4.8	Information Security Management													
4.4.8.1	Physical Security for IT Equipment	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.8.2	Security Readiness													
4.4.8.2.1	Maintain Database of Security Information	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.8.2.2	Conduct Security Scans	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.8.2.3	Security Monitoring	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.8.2.4	Virus Protection Support	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.8.3	Security Response													
4.4.8.3.1	Response to Security Incidents, Security Scans, and Audits	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.8.3.2	Response to Computer Security Incident Response Capability (CSIRC) Alerts	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.8.2.2	Assessment and Scanning	√	√	√	√	√	√	√	√	√	√	√	√	√
4.4.8.4	ORD Wide Information Security Plan Support	Enterprise												
4.4.9	Improvement of Operational Activities	Enterprise												

7.6 ORD's Enterprise Management System Tools (EMS Tools)

The following tools are used in ORD to document, monitor, and maintain the IT environment:

- Microsoft System Center Operations Manager (SCOM) versions 2007 and 2012
- Microsoft System Center Configuration Manager (SCCM) versions 2007 and 2012
- The ORD LAN Dashboard
- Microsoft SQL Server (used for SCOM and SCCM)
- Microsoft SharePoint (ordepm.epa.gov and ordsharepoint.epa.gov)
- Microsoft Deployment Toolkit
- Custom solution for reporting the status of ORD's storage environment
- IBM Tivoli Endpoint Manager (previously known as BigFix)
- Symantec Endpoint Protection
- Symantec Netbackup
- VMWare ESX tools: VMWare Console, VMWare Virtual Center
- Hyena
- Netscout LAN Sniffer
- Solar Winds Pro
- EM7
- Nessus Vulnerability Scanner

7.7 Non-ORD IT Support Services

ORD provides support to some non-ORD entities. Specific details with the levels and types of support will be provided by the TOCOR.

Location	Entity Supported
ATH	EPA Region 4 Office of Administration and Resource Management (OARM)
GBR	Criminal Investigation Division (CID) Office of Air and Radiation (OAR)
GRI	Criminal Investigation Division (CID)
LAS	La Plaza Business Park

7.8 Conformance with Environmental Management Systems

(Reference: Strengthening the Federal Environmental, Energy, and Transportation Management. Executive Order 13423, January 26, 2007.)

The Contractor shall perform work under this contract consistent with the relevant policy and objectives identified in the agency, organizational, or facility environmental management system (EMS) applicable for your contract and subcontracts. The Contractor shall perform work in a manner that conforms to all

appropriate Environmental Management Programs and Operational Controls identified by the agency, organizational, or facility EMS, and provide monitoring and measurement information as necessary for the organization to address environmental performance relative to the environmental, energy, and transportation management goals. In the event an environmental nonconformance or noncompliance associated with the contracted services is identified, the contracting officer shall notify the contractor in writing with the appropriate corrective and/or preventative actions. In the case of a noncompliance, the Contractor, upon written notification from the CO shall respond and take corrective action immediately. In the case of a nonconformance, the Contractor, upon written notification from the CO, shall respond and take corrective action based on the time schedule established by the EMS Site Coordinator. In addition, the Contractor shall ensure that their employees are aware of the roles and responsibilities identified by the environmental management system and how these requirements affect their work performed under this contract.

7.9   ORD Security Rules of Behavior
The following rules of behavior shall be followed for all users of the ORD General Support System (LAN):

- All access to the LAN shall be for official government use in conformance with published Agency use rules.
- All access to the LAN shall be in accordance with the user's job responsibilities as specified in EPA job descriptions, or, for contractors, in accordance with terms and conditions of contracts with EPA.
- Passwords and system privileges granted to the user of the LAN shall be protected by the user from use by other individuals.
- Personal computers and/or terminals from which a user is logged into the LAN shall be protected against access by other individuals while logged in (e.g., screen saver passwords).
- Personal computers used for access to the LAN shall employ virus detection software to prevent the spread of viruses to the LAN.
- All LAN users shall adhere to ORD Incident Response policy, and shall report all detected incidents to the appropriate system administrator or Information Security Officer (ISO).
- All LAN users shall take security awareness training and education as required by the ORD ISO. At a minimum, all LAN users shall access and familiarize themselves with Agency and ORD security policies, HSPD 12, and directives posted on the intranet, or in media supplied by the ISO if intranet access is denied.
- ALL LAN system administrators and UNIX system administrators shall subscribe to Agency mailing lists, list servers, etc. as required to stay abreast of security patches, fixes, and concerns, and shall maintain all LAN servers under their control in accordance with Agency and industry-accepted security guidance.
- All LAN users shall additionally follow Agency published rules of behavior (EPA Standards of Behavior for the Security of Information Resources).

Some examples of **inappropriate activities** include:

- Transferring or storing large electronic computer files using government equipment. These activities might reduce the effectiveness of an EPA system if the files are large. For example, sending or opening personal electronic greeting cards, video, sound, interactive games or other large files as attachments may hinder the performance of an entire network.
- Using Internet services that automatically download information, such as sports scores, stock prices, music or videos, or other continuous data streams such as radio stations.
- Loading personal software onto your Government office equipment or making any related configuration changes, unless approved by an appropriate information technology manager.
- Using Government office equipment to gain unauthorized access to other systems.
- Creating, copying or transmitting chain letters or mass mailings unrelated to official business, either as e-mail or hard copies, regardless of the subject matter.
- Creating, copying, or transmitting any material or communication that is illegal, inappropriate or offensive to fellow employees or to the public.
- Voluntarily viewing, downloading, storing, transmitting or copying, either electronically or from a hard copy, materials that are sexually explicit or sexually oriented.
- Engaging in or promoting hacking, gambling, terrorist activities, activities related to illegal weapons, or any activity prohibited by law, rule, or regulation.
- Using Government office equipment for commercial purposes or in support of other "for profit" activities such as outside employment or businesses (e.g., selling real estate, preparing tax returns for a fee).
- Engaging in any fund raising or nonprofit activities, endorsing any product or service, participating in lobbying or prohibited partisan political activity (e.g., expressing opinions about candidates, distributing campaign literature).
- Unauthorized acquisition, use, reproduction, transmission, or distribution of any information, including computer software and data that is copyrighted, trademarked, or protected by other laws governing intellectual property or privacy.

Further information on EPA's Information Security Manual and an expanded EPA Standards of Behavior for the Security of Information Resources can be found at the EPA's Office of Technology and Planning website: http://cfint.rtpnc.epa.gov/otop/index.cfm.

Any higher level system access privileges (administrator rights, administrator password, root level access, system manager access, and/or other forms of access that gives the user the right to modify system operating parameters or access other users' files) shall be given only to those with a bona fide need. Contractor is tasked with maintaining servers and system resources with a bona fide need can be granted such access through permission of the TOCOR. Any contractor or other personnel granted privileged access to any system resource shall protect that access, and will be required to take annual

role-based training as required by Federal Information Security Act (FISMA) of 2002. Any disclosure to unauthorized personnel can result in substantial harm to the Agency. The contractor assumes the responsibility for protecting the passwords and IDs granted such privileges.

7.10 Incentive Fee Evaluation Plan

7.10.1 General
An incentive fee evaluation plan has been established to determine incentive fees payable under this task order. The payment of any incentive fee is contingent upon the contractor's performance and its compliance with task order requirements. Incentive fee determinations will be made two times per year. EPA reserves the right to update, modify or replace procedures of this plan prior to the start of the next evaluation period with at least thirty (30) days written notice given to the contractor.

The purpose of the incentive fee is to motivate the contractor to achieve excellent task order performance in the categories described in this plan. The incentive fee process does not take the place of frequent, honest communication with the contractor on performance issues. The contractor needs technical direction and feedback from the government as the work is being performed to keep service delivery quality high and projects on track. The contractor may earn all or part of the incentive fee. The amount shall be based on:

1) The contractor's ability to meet the four performance standards presented in the Performance Requirements Summary document (See Table 3: Performance Requirements Summary), which defines the "performance-based" component of the incentive fee determination, and,

2) A qualitative evaluation by the government of the contractor's performance in the categories of Quality of Product or Service, Timeliness of Performance, and Financial and Administrative Management, which form the "qualitative" component of the incentive fee determination. The performance-based and qualitative components of the incentive fee determination shall be of equal weight, each comprising 50% of the available incentive fee pool that will be available for granting to the contractor.

The government will continually monitor all aspects of the contractor's performance. The standards by which the contractor's performance is gauged may not be susceptible to precise definition for the qualitative component of the incentive fee plan; therefore, general areas on which particular emphasis will be placed when evaluating the contractor's performance are set forth in Table 3: Performance Requirements Summary below.

The period of evaluation is the segment of the contractor's period of performance specified in the incentive fee plan to be evaluated by the Performance Evaluation Board (PEB) for purposes of establishing the period's incentive fee. The period of evaluation shall be every six months.

7.10.2 Incentive Fee Pool – Method for Computing

The incentive fee pool is that portion of the contract fee available to be awarded for contractor performance in accordance with the criteria contained in this plan.

The maximum fee available for the contractor to earn during any evaluation period is based upon five percent (5%) of the dollar ceiling amount for each of the task order's eight one year periods of performance (i.e., one base period and seven option periods). The ceiling amount for each period will be determined at the time of award. For purposes of example only, if the base period's dollar ceiling were $10,000,000, the maximum available incentive fee would be $600,000 for the base period. If the task order's ceiling hours for the base period were 300,000, the amount of incentive fee would be derived as a fixed amount per hour, as follows:

$600,000/300,000 = $2.00 per hour.

If only 90% of the base period's ceiling hours were actually expended (i.e., worked and invoiced), or 270,000 hours, the available incentive fee for the base period would $2.00 per hour times 270,000 = $540,000. At the end of each six-month incentive fee period in the base period, the available pool would be determined by multiplying $2.00 times the number of hours expended in each six-month period. The incentive fee pool will never exceed the maximum incentive fee pool established in the task order.

A chart containing a row for each of the task order's eight one year periods will be completed after award.

A. Incentive Fee Rating Periods	B. Maximum Fee Available	C. Ceiling Hours	D. Incentive Fee Amount per Hour
Base Year, Incentive Fee Periods 1 & 2	$600,000 (example only)	300,000 (example only)	$2.00 (example only)

7.10.3 Incentive Fee Plan Participants: Roles and Responsibilities

EVALUATION COORDINATOR: The evaluation coordinator (EC) is a government official appointed to receive, validate, and assess performance monitoring reports and to present contractor performance information and data to the Performance Evaluation Board (PEB). The EC is responsible for preparing and presenting all material the PEB requires for its performance assessment.

FEE DETERMINATION OFFICIAL (FDO): The fee determination official is an official of EPA's Office of Acquisition Management who reviews the PEB's recommendation and makes the final determination of the incentive fee.

PERFORMANCE EVALUATION BOARD (PEB): The PEB is a board of government officials who perform the in-depth review of all aspects of contractor performance and recommend an appropriate fee to the FDO.

PERFORMANCE MONITOR: The performance monitors are those government employees designated to observe, assess, and report the performance of the contractor on a close, continuous day-to-day basis. Each location receiving ITI services will have a performance monitor.

7.10.4 Required Reports
CONTRACTOR OBSERVATION REPORTS: The contractor will be evaluated using the Contractor Observation Report form distributed by the EC to the Task Order Contracting Officer's Representative (TOCOR), CO, and PO. The form is intended to ensure a measure of uniformity and objectivity to the task order evaluations and to provide specific key area feedback to the contractor.

INDIVIDUAL PERFORMANCE EVENT FORMS: Performance monitors at each location shall provide performance event forms to the TOCOR during each period. The TOCOR will consolidate this location-specific performance information into a performance event form for the task order.

7.10.5 Evaluation Process
The EC will begin and manage the evaluation process each evaluation period such that the final determination of the fee earned will be accomplished within approximately 60 calendar days after the end of the evaluation period.

The EC will distribute the Contractor Observation Report, which contains the incentive fee evaluation ratings, the Individual Performance Event Form (described below), and instructions to the CO, the PO, and the Task Order Contracting Officer's Representative (TOCOR) whose task order was active during the evaluation period. For the qualitative component of the incentive fee plan, the task order's TOCOR and performance monitors will give ratings based upon observations of the performance categories described in Section 7 of this plan. All qualitative ratings on the Contractor Observation Report must be supported by Individual Performance Event Forms, which contain written justification citing specific observations. The performance-based component on the Contractor Observation Report will be determined as described in Section 7.10.7 and Table 3: Performance Requirements Summary.

The EC must receive the Contractor Observation Report by the established due date. The EC will review the report to ensure that it is consistent with the rating methodology and that the numerical ratings and the narrative justifications coincide. The EC will obtain additional information from reviewers where necessary, supported by the CO and PO as appropriate. The EC will make every reasonable effort to ensure that the performance monitors' statements are supported by facts before presentation to the PEB. If applicable, the PO will prepare a written report for the EC identifying any negative observations that result from contract constraints rather than contractor performance. The EC will forward this report to the CO for review. Once the CO has reviewed and returned the report to the EC, the EC will

forward it to the PEB. The report will explain any significant variances from the TOCOR recommendations, and it will contain the Contractor Observation Report and Individual Performance Event Form described above.

This material will be submitted to the PEB members at least five (5) working days prior to the PEB meeting. The EC will schedule the PEB meeting.

The PEB will meet to review and modify or confirm the EC's report. The board will consider the material provided by the EC and will also consider other factors such as performance improvement since the previous evaluation and substantiation of EPA TOCOR criticisms. The PEB will consider all aspects of the contractor's performance based upon the EC's report and will make recommendations regarding the task order's ratings and incentive fee amounts. If the PEB requires information from the contractor prior to making a final recommendation, the CO will obtain this information.

The CO will prepare a performance evaluation report letter for signature by the fee determination official (FDO). This letter informs the contractor's general management of the amount and basis of the fee awarded.

The CO will then modify the contract to specify the amount of the earned incentive fee for the performance period. Upon receipt of the contract modification, the contractor may submit a public voucher for payment of the earned incentive fee, subject to any withholding provisions of the "Allowable Cost and Payment" clause of the contract. Unearned incentive fee amounts from the incentive fee pool do not carry over to subsequent periods.

The CO and PO, assisted by the PEB members, may hold a debriefing for the contractor to discuss the evaluation and highlight strengths and weaknesses of contractor performance. The contractor may be required to prepare and present action plans to address weaknesses identified during the evaluation period, and to report to the CO on the progress of the action plans. The contractor may also provide responses to observation reports as they deem appropriate.

7.10.6 Evaluation Scale (applied to the qualitative component of the Contractor Observation Report) - the adjectival rating, associated numerical scores, and descriptions for this scoring system follow. Each rating is descriptive of the contractor's overall performance.

EXCELLENT (86-100) - of exceptional merit; exemplary performance in a timely, efficient, and economical manner; very minor (if any) deficiencies with no adverse effect on overall performance. Contractor must be at or under cost, on or ahead of schedule, and have provided excellent technical performance.

ABOVE AVERAGE (71-85) - effective performance; fully responsive to contract requirements; reportable deficiencies, but with little identifiable effect on overall performance.

SATISFACTORY (61-70) - meets or slightly exceeds minimum acceptable standards; adequate results; reportable deficiencies with identifiable, but not substantial, effects on overall performance.

POOR/UNSATISFACTORY (0-60) - does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; deficiencies in one or more areas which adversely affect overall performance.

At a minimum, performance at the satisfactory level is expected. Certain performance events, however, may clearly not be in the satisfactory range (i.e., above or below satisfactory) and shall be reported for review and evaluation. The technical performance monitors shall report an appropriate number of performance events in order to ensure the PEB's understanding of satisfactory performance.

7.10.7 Performance Categories, Evaluation Criteria, and Incentive Fee Allocation
The government will weight its incentive fee scoring as described below, and may unilaterally change this weight prior to the beginning of any evaluation period:

A. Performance-based Component   50%

The four performance standards listed in column three of Attachment 1 will comprise a total of 50% of the incentive fee, and the percentage of incentive fee granted will be determined by the contractor's performance against these standards as indicated in the Incentives/Disincentives column. Each of the four performance standards are weighted equally.

B. Qualitative Component   50%

Quality of Product or Service - 50%

Timeliness of Performance - 25%

Financial and Administrative Management - 25%

The task order's performance monitors will assign a numerical evaluation on the Contractor Observation Report to each of the above three performance categories, which, in turn, correspond to an "adjectival" rating of Excellent, Above Average, Satisfactory, or Poor/Unsatisfactory. A weighted average of 70% (i.e., Satisfactory) must be achieved for these three categories as a whole for *any* incentive fee to be granted for the Qualitative Component. For example, if the average score for all three categories is 69%, no incentive fee will be assigned for the Qualitative Component, even if an individual category, such as Timeliness of Performance, received a Satisfactory rating or higher. Conversely, as long as the average score for the three categories is 70% or higher, each of the three categories will contribute to incentive fee even if they did not individually receive a rating as high as 70%. For example, if a score of only 65% were assigned to Quality of Product or Service, 65% of the available incentive fee for that category would still be granted.

NARRATIVE JUSTIFICATION: Using an Individual Performance Event Form, the performance monitors will provide a narrative justification for the numeric ratings given to each of the three areas (Quality of Product or Service, Timeliness of Performance, and Financial and Administrative Management.) The justification shall cite specific products, performance events, occurrences and reasons for the rating for each category to demonstrate the accurate application of the scores described above.

A sufficiently justified narrative is necessary for the PEB to perform its evaluation. Lack of such information may result in an evaluation being disregarded by the PEB.

During each evaluation period, performance monitors should maintain written notes and documented feedback to the contractor, based upon these guidelines, for use in the narrative justification. The general evaluation criteria for the qualitative evaluation categories are defined below. (Not all the criteria apply to all categories.)

(i) Correct/complete, and of high quality - contractor tasks performed and deliverables produced meet the requirement in all aspects. The requirement has been documented and approved in writing by EPA, and, if applicable, the deliverable acceptance criteria from the SOW are considered part of the requirement.

(ii) Compliant - Conforms to relevant EPA policies, standards, guidelines and procedures, or other standards and conventions imposed upon the project as outlined in the SOW.

(iii) Clear - Understandable and unambiguous.

(iv) Concise - Short and to the point (generally applies to a written product or presentation).

(v) Realistic - Implementable, within given approved EPA technology standards, within budget and schedule, deployable, maintainable.

(vi) Timely - Tasks and deliverables are accomplished within the planned schedule.

(vii) Effective/Efficient - Conserves funds, time, other resources (FTE, equipment, travel, etc.) and accomplishes the objectives.

(viii) Innovative/Creative – Demonstrates original thought and ingenuity.

7.10.8 Termination
In the event that this task order is terminated, the contractor shall be entitled to the amount of the incentive fee that has already been awarded, plus any additional incentive fee determined by the FDO through a pro rata incentive fee evaluation for the evaluation period during which the termination was first effective.

Table 3: Performance Requirements Summary

Desired Outcome	Required Service	Performance Standard	Maximum Allowable Deviation	Monitoring Method (Quality Assurance Surveillance Plan)	Incentives/ Disincentives
1) Maintain hardware and software inventories to support resource tracking and documentation of software licenses	Maintain an asset management inventory of systems hardware to include desktops, laptops, workstations, servers, switches, PBXs, notebooks, and other IT-related hardware items as defined in the ORD DHL Data Dictionary. Maintain a local inventory of types, kind, and location of software licenses and licensed products, and proof of licenses.	1) Hardware inventory reflects 80% of active supported equipment or better (without regard to excess equipment). All ORD locations' percentages are averaged for a total percentage Weight=25% NOTE: Hardware and/or software that is transferred from another contract to ITI will be non-computed until it is inventoried and verified.	10%	In a random sample of ORD locations to be performed once every 6 months, EOD will work with the site CSR's to QA the inventory.	80 – 100% = 100% IF < 80% = 0% IF

Desired Outcome	Required Service	Performance Standard	Maximum Allowable Deviation	Monitoring Method (Quality Assurance Surveillance Plan)	Incentives/ Disincentives
		2) Software inventory is maintained with original cost, license information, proof of license/license keys, and installation information, with 80% accuracy. Weight=25%	10%	In a random sample of ORD locations to be performed once every 6 months, and a random sample of individual software records, records are reviewed for accuracy by the local TM. Percentage based on number of accurate records/number of records sampled.	80 – 100% = 100% IF < 80% = 0% IF
2) Customers are satisfied and needs are met for IT systems support	Analyze, resolve, and satisfy user requirements for IT systems support as detailed in the statement of work.	1) 80% of customers that respond to surveys rate overall satisfaction with service provided as 4 or 5, on a 1 (low) – 5 (high) scale. Weight=25%	0%	Review Remedy survey report for percentage of customer ratings for overall satisfaction at 4 or 5 for all surveys for the 6 month performance evaluation period. Review performed once every 6 months.	80% or higher =100% IF < 80% = 0% IF

Desired Outcome	Required Service	Performance Standard	Maximum Allowable Deviation	Monitoring Method (Quality Assurance Surveillance Plan)	Incentives/ Disincentives
3) Implementation of operational tasks and other activities is completed according to accepted approved schedule. Work submitted to the contractor is planned according to the contractor response and defined schedule accepted by the government. Delays in delivery schedule shall be submitted to ORD contract management for approval.	Requested operational tasks and other activities are planned according to the contractor's response and schedule. Contractor shall adhere to the production and delivery schedule for each operational task or other activity.	1) 98% of operational tasks and other activities with accepted approved schedules are on or ahead of schedule. Weight=25%	0%	For a random periodic sample of all "in progress and completed" operational tasks and other activities to be performed once every 6 months, the percentage of on schedule operational tasks and other activities is determined by number on schedule/total number in progress.	>=98% = 100% IF < 98% = 0% IF